

**Bolton**  
**Safeguarding Adults**  
**Multi-Agency**  
**Training**  
**Programme**

April 2016– March 2017

<b>CONTENTS</b>	<b>PAGE</b>
<b>Introduction</b>	<b>1</b>
<b>Capability Framework</b>	<b>2</b>
<b>Definition of staff groups &amp; levels of training via A4 Chart</b>	<b>4</b>
<b>Training Approach</b>	<b>5</b>
<b>Implementing the plan, monitoring &amp; evaluation</b>	<b>6</b>
<b>E-Learning Packages</b>	
<b>Safeguarding Adults at Risk Under the Care Act 2015</b>	<b>7</b>
<b>Mental Capacity Act</b>	<b>7</b>
<b>Deprivation of Liberty Safeguards</b>	<b>7</b>
<b>Prevent (the government's anti-terrorism strategy)</b>	<b>8</b>
<b>Forced Marriage</b>	<b>9</b>
<b>Recognising &amp; Responding to Abuse</b>	
<b>Recognising &amp; Responding to Abuse (Bolton at Home)</b>	<b>10</b>
<b>Recognising and Responding to Abuse Tool Box Talk (Bolton at Home)</b>	<b>11</b>
<b>Recognising &amp; Responding to Abuse Including Mental Capacity Act 2005 (Social Care)</b>	<b>12</b>
<b>Recognising and Responding to Abuse (Bolton Foundation Trust)</b>	<b>13</b>
<b>Recognising and Responding to Abuse (Bolton College)</b>	<b>14</b>
<b>Adult Safeguarding (Voluntary and Community Organisations)</b>	<b>15</b>
<b>Mental Capacity Act</b>	
<b>MCA/DoLS – Assessing Capacity/Best Interest Decisions in Both Everyday and Complex Situations</b>	<b>16</b>
<b>MCA/DoLS – Assessing Capacity/Best Interest Decisions in Both Everyday and Complex Situations - Provider Services</b>	<b>17</b>
<b>Mental Capacity Act and Deprivation of liberty safeguards (BFT)</b>	<b>18</b>
<b>Other Training</b>	
<b>Self-Neglect – Bolton's Policy and Guidance</b>	<b>19</b>
<b>Safeguarding Responding &amp; Recording</b>	<b>20</b>
<b>Interviewing Skills</b>	<b>21</b>
<b>Bolton Safeguarding Procedures</b>	<b>22</b>
<b>Making Safeguarding Personal (MSP)</b>	<b>23</b>
<b>Making Safeguarding Personal (MSP) (GMW)</b>	<b>24</b>
<b>Strategy Meetings &amp; Case Conferences</b>	<b>25</b>
<b>Keeping Safe &amp; Preventing Doorstep Crime</b>	<b>26</b>
<b>Safeguarding Board Annual Conference</b>	<b>27</b>
<b>Safeguarding Train the Trainer</b>	<b>28</b>
<b>Becoming a Safeguarding Champion</b>	<b>29</b>

## **Multi-agency training**

The Multi-Agency Safeguarding Adults Programme offers a range of courses at all levels from basic awareness to specialised courses for workers dealing with more complex or particular issues. All the multi-agency courses are free to those statutory organisations and members of the voluntary, community sectors whose representatives come in to contact with adults with vulnerabilities in Bolton.

### **Bolton Safeguarding Adult Board (BSAB) Multi-agency training programme**

#### **Introduction**

The Care Act 2014 has established statutory Safeguarding Adults Boards (SABs) from April 2015, along with requirements to develop shared strategies for safeguarding and accountability to their local communities on their progress. This legislation puts safeguarding adults boards on a strong statutory footing, better equipped both to prevent abuse and to respond when it occurs.

The Care Act requires SABs to ensure that relevant partners provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally, which reflects their roles and responsibilities in safeguarding adult arrangements. The Making Safeguarding Personal initiative is a national project set out to develop person-centred responses to safeguarding circumstances, by encouraging councils and their partners to develop a portfolio of responses they can offer to people who have experienced harm and abuse, so that they are empowered and their outcomes are improved.

A successful approach is to ask the person at the beginning what outcomes they wanted to achieve, to check these midway and then review whether or not the outcomes had been met at the end. It is clear that people want to feel in control and are more likely to do so when an outcome-focused, person centred approach is used.

This document outlines the Training and Workforce Development approach which supports the work of the board and the application of its policies and procedures, and takes forward the key principles of Making Safeguarding Personal. It demonstrates our plan for the development of the workforce so that those working with adults at risk are appropriately skilled and competent.

The multi-agency plan is intended to add value rather than replace workforce strategies in partner organisations. Underpinning it is the responsibility of every partner agency for developing its own workforce strategy that reflects this plan within their organisation.

## **Capability framework**

The training delivery is benchmarked against the nationally-recognised Capability Framework for Safeguarding Adults (developed by Bournemouth University and endorsed by SCIE) and is designed:

- To raise standards and ensure consistent and proportionate response to safeguarding issues for adults at risk
- Improve partnership working and consistency to secure better outcomes for adults at risk
- Support work-based evidence of learning and competence in practice
- Provide managers with a framework to evaluate performance and identify training needs
- Clarify expectations of the role of all relevant members of the workforce in safeguarding
- Provide a quality assurance tool for commissioners of services and for contract monitoring

# Competency Framework for Safeguarding Adults

## Staff Groups

**Staff Group A**  
Staff who have contact with Vulnerable Adults

**Staff Group B**  
Staff who have a professional responsibility for Safeguarding Adults

**Staff Group C**  
Staff with a responsibility for Management and Delivery of Safeguarding services

**Staff Group D**  
Staff who are responsible for their Organisations Safeguarding systems and resources

**LEVEL 1**

**LEVEL 2**

**LEVEL 3**

## Competencies

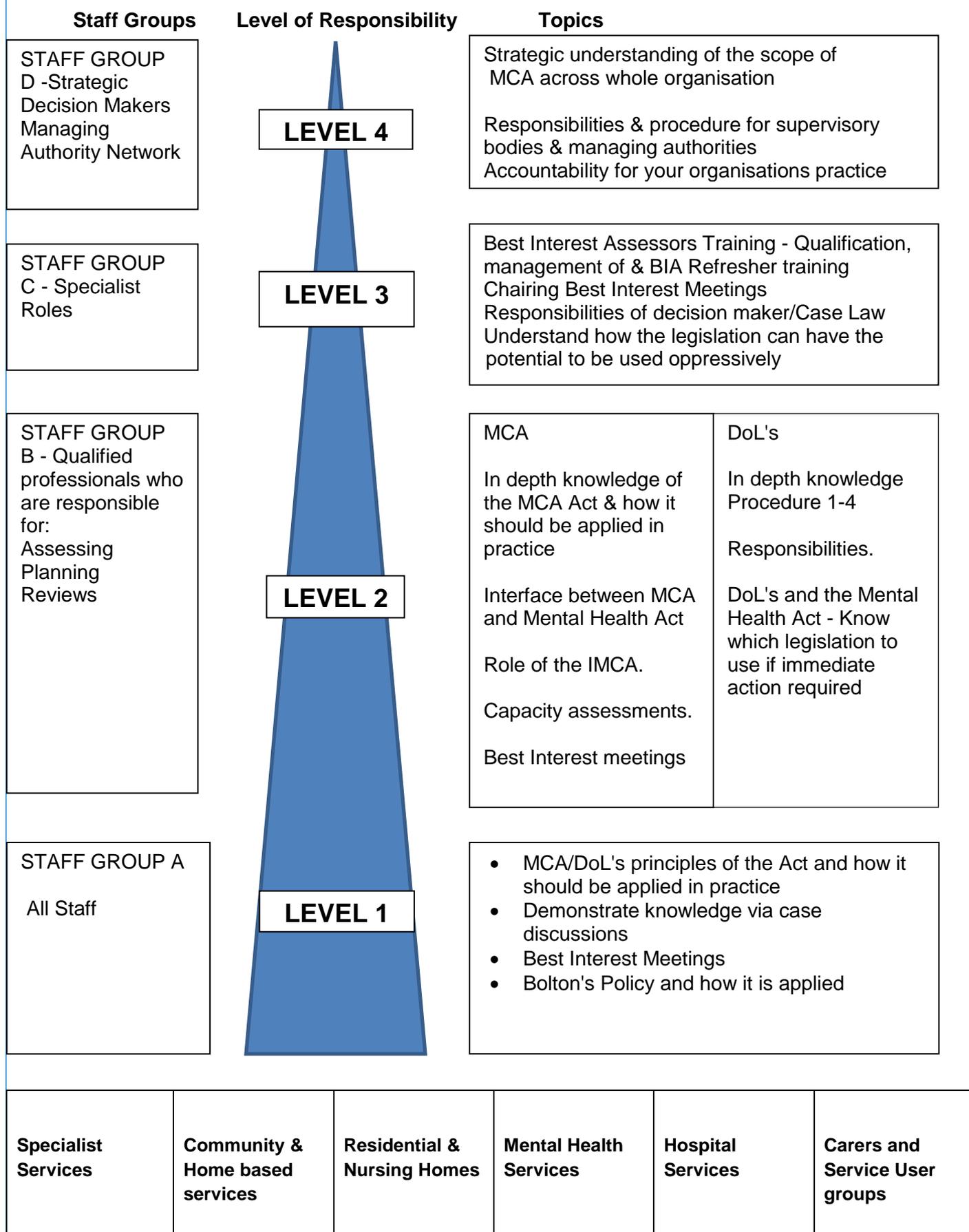
1. Understand what Safeguarding is and their role in Safeguarding Adults
2. Recognize an adult potentially in need of Safeguarding and take action
3. Understanding the procedures for making a Safeguarding Alert
4. Understand dignity and respect when working with individuals
5. Have knowledge policy, procedures and legislation supports

6. Demonstrates skills and knowledge to contribute to effective Safeguarding processes
7. Awareness and application of a range of local and national policy and procedural frameworks when undertaking Safeguarding activity
8. Ensure people who use services/care are supported appropriately to understand the safeguarding issues affecting them and to maximize their decision making.
9. Understand how best evidence is achieved
10. Understand when to use emergency systems to safeguard adults
11. Maintain accurate, complete and up-to-date records
12. Demonstrate required level of skills and knowledge to undertake a Safeguarding Adults Investigation Service

13. Actively engage in supporting a positive multi-agency approach to Safeguarding Adults
14. Support the development of robust internal systems to provide consistent, high quality Safeguarding Adults service
15. Chair Safeguarding Adults meetings, discussions and professional's meetings
16. Ensure record systems are robust and fit for purpose

17. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation
18. Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across the organisation
19. Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation
20. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services

# Mental Capacity Act / Deprivation of Liberty Workforce Development Framework.



Note - This is within a context of the above 6 domains of services

## **Training approach**

The training programmes will take into account the needs of a diverse workforce and the practical needs of each partner organisation. Consequently, the training methods may vary across partner organisations but the key objectives, which have been agreed by the Bolton Workforce Development Safeguarding Training Group, will be followed. Training should also equip staff for working in partnership with others.

The Bolton Safeguarding Adults Board has run high quality training for a number of years, which has focused on equipping practitioners and managers in undertaking and coordinating investigations. The training plan for 2015-2016 will continue to shift focus from purely taught delivery to incorporating an element of reflective practice, and providing mentoring to refine skills already developed.

The delivery will focus on reflection of practice, identifying lessons learnt and developing strategies for intervention resulting in the service user being supported in a person-centred manner.

A range of approaches, techniques and styles will be used to facilitate the development of learning, skills and understanding and support the transfer of training into practice for all individuals. This will include a mix of face-to-face delivery, coaching and mentoring, e-learning and a practitioner forum which will support the encouragement of reflective practice.

All training will respect diversity, promote equality and place the adult at risk as the central focus

## **Implementing the plan**

This plan includes details of partner agencies' own training programmes. It is the responsibility of each agency to communicate and distribute their training plan. Partner organisations may also identify the need for specialist training to reflect their specific organisational requirements.

All partner organisations are required to implement workforce development plans to indicate the time frame for delivery of the training, which should be reviewed as an ongoing process and provided as a rolling programme.

In addition, partner organisations are responsible for disseminating the Multi-Agency Safeguarding Training Plan within their own organisation and where relevant, to partners, carers and service users.

Bolton Workforce Development will continue to lead on the delivery of joint safeguarding training activities and will publicise training opportunities to the wider workforce through its website and key partners.

## **Monitoring and evaluation**

The training plan is a working document that will be reviewed quarterly and updated to reflect lessons from serious case reviews, lessons learned reviews, any relevant new research and local and national guidance and procedures.

# E Learning

## Safeguarding packages

**These courses are free and available for all levels of staff**

- Safeguarding Adults at Risk Under the Care Act 2015
- Mental Capacity Act
- Deprivation of Liberty Safeguards

**The packages explain and help improve understanding of:**

- safeguarding adults, aimed particularly at new staff or as a refresher
- which adults are at risk
- what different forms of abuse are
- where abuse may occur and who may be the abuser
- when and how to record and report abuse
- practice and procedures all staff must follow
- vulnerability and responding to concerns
- MCA & DoLS

The e-learning packages are simple to follow use a combination of text, images, quizzes and case studies. It will take approximately 1.5 to 2 hours to complete each course but it is flexible and you can re-visit the training at your convenience at the same place you exited.

For each package you have to achieve 15/20 in the final assessment to be able to print off a certificate. The other assessments within the package do not count towards your final score and are there to facilitate your learning not to test you.

The Safeguarding E-learning session mirrors the 3 hour Recognising & Responding course Level 1 hence **if you have completed this session you will not be required to attend the face to face 3 hour course but will need to be refreshed every three years.**

**Course duration:** Approximately 1 1/2 Hours

### To access the courses:

- Step One - Click on <http://www.kwango.com/>
- Step Two - Click on the Create an account link.
- Step Three - Insert your email address (use your work email address or, if you don't have an email address, your first name and surname without any spaces e.g. joebloggs)
- Step Four - You will need to insert a password
- Step Five - You will need to reinsert your password
- Step Six - You will then be asked to insert the organisational code to obtain the organisational code contact Vanessa Stoneman on 01204 337367 or via email [vanessa.stoneman@bolton.gov.uk](mailto:vanessa.stoneman@bolton.gov.uk)
- Step Seven - Click on the submit link

For subsequent visits, simply enter your username and password.

If you have any queries regarding the e-learning, please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk)

<b>Course title:</b>	<b>Prevent E Learning (the government's anti-terrorism strategy)</b>
<b>Audience:</b> at	All staff Groups at all levels who have regular contact with adults risk
<b>Dates</b>	<b>N/A</b>
<b>Duration:</b>	½ hour e-learning – please click on the below link  <a href="http://course.ncalt.com/Channel_General_Awareness">http://course.ncalt.com/Channel_General_Awareness</a>
<b>Aim:</b>	To provide staff with the information on Channel and what your duties and responsibilities are in the process
<b>Objectives:</b>	By the end of the session participants will <ul style="list-style-type: none"> <li>• Explain how Channel links to the government's counter-terrorism strategy (CONTEST)</li> <li>• Describe the Channel process and its purpose</li> <li>• Identify factors that can make people more vulnerable to radicalisation</li> <li>• Define safeguarding and risk ownership of the Channel process</li> </ul> <p style="text-align: center;"><b>In order to be able to print a Certificate of Completion you need to complete all screens without closing your browser.</b></p>
<b>Booking Info:</b>	Internal staff please use Oracle self-service External delegates please email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>
<b>Cancellations:</b>	For all cancellations please notify Training Shared Service Centre on 01204 337600 or email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>

**Course title:** **Awareness of Forced Marriage E-Learning.**

**Audience:** All staff Groups at all levels who have regular contact with adults at risk

**Dates** **N/A**

**Duration:** 1/2 hour e-learning – please click on the below link

[Forced Marriage E-Learning](#)

**Aim:** To provide staff with the information on forced marriage and what your duties and responsibilities are in the process

**Objectives:** By the end of the session participants will

- Recognise the warning signs of forced marriage
- Take the right actions to help protect the potential victim
- Co-operate effectively with other agencies

**In order to be able to print a Certificate of Completion you need to complete all screens without closing your browser.**

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

# Recognising and Responding to Abuse

**Course title:** Recognising and Responding to Abuse

**Audience:** All Customer facing staff (Bolton at Home).

Date	Start time	End time	Venue	Room
21.01.16	9.00am	12.00PM	Valley House	Old Lords
12.04.16	9.00am	12.00PM	Valley House	Old Lords
12.07.16	9.00am	12.00PM	Valley House	Old Lords
18.10.16	9.00am	12.00PM	Valley House	Old Lords

Time Allocation: 3 Hours

**Facilitators:** Rachel Thomason/Tracy Pearson/Martin Regan

**Objectives:** By the end of this session you will:-

- Understand what Safeguarding is and your role in Safeguarding Adults at Risk
- Recognise and adult potentially in need of Safeguarding and to take action appropriate to your role
- Understand the procedures for making a 'Safeguarding Alert'
- Understand dignity and respect when working with individuals
- Have knowledge of policy, procedures and legislation that support Safeguarding Adults activity.

**Booking Info:** e-mail the [learninganddevelopmentteam@boltonathome.org.uk](mailto:learninganddevelopmentteam@boltonathome.org.uk) or Telephone Kathryn Matthews on 28079 (internal)

**Cancellations:** please ensure you contact the learning and development team on the above e-mail address or Kathryn Matthews on 28079 as soon as possible as someone else may wish to take your place.

**Course title:** **Recognising and Responding to Abuse Tool Box Talk**

**Audience:** All Technical Services Operatives (Bolton at Home).

<b>Date</b>	<b>Time</b>	<b>Venue</b>	<b>Room</b>
TBA	TBA	TBA	TBA

**Time Allocation:** 30 minutes

**Facilitators:** Rachel Thomason/Tracy Pearson/Martin Regan

**Objectives:** By the end of this session you will:-

- Understand what Safeguarding is and your role in Safeguarding Adults at Risk
- Recognise and adult potentially in need of Safeguarding and to take action appropriate to your role
- Understand the procedures for making a 'Safeguarding Alert'
- Understand dignity and respect when working with individuals
- Have knowledge of policy, procedures and legislation that support Safeguarding Adults activity.

**Booking Info:** email the [learninganddevelopmentteam@boltonathome.org.uk](mailto:learninganddevelopmentteam@boltonathome.org.uk) or telephone Kathryn Matthews on 28079 (internal)

**Cancellations:** please ensure you contact the learning and development team on the above e-mail address or Kathryn Matthews on 28079 as soon as possible as someone else may wish to take your place.

**Course title**                    **Recognising & Responding to Abuse  
Including Mental Capacity Act 2005**

**Audience:**                    All frontline staff who have contact with adults at risk Level 1  
Staff Group A (Social care)

**Dates/Times:**                For details of dates and times please click the link below to  
view the full Social Care Training Programme which includes  
this course.

[Social Care Training programme](#)

**Venue:**                         Castle Hill Centre, Castleton St, Bolton BL2 2JW

**Facilitator:**                 Janet Ramsden

**Objectives:**                 By the end of this workshop you should be able to:

- Define safeguarding and their role in safeguarding Adults.
- Recognise an adult potentially in need of Safeguarding and take action appropriate to your role.
- Recognise the procedures for making a “Safeguarding Alert”
- Define dignity and respect when working with individuals.
- Identify policy, procedures and legislation that support Safeguarding Adults activity.

**Booking Info:**                Internal staff please use Oracle self-service    External delegates  
please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:**                For all cancellations please notify Training Shared Service  
Centre on 01204 337600 or email  
[trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**NOTE; This course can also be delivered at Level 2 (Staff Group B) as bespoke training on request - please contact [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk)**

**Course title:** **Adults at Risk – Safeguarding Training  
Recognising and Responding to Abuse**

**Audience:** Bolton Foundation Trust

**Venue:** Training Room, Royal Bolton Hospital

**Facilitator:** Sandra Crompton

**Learning Outcomes:** By the end of this workshop you should be able to:

- Understand what safeguarding is
- Identify the main types of abuse that happen to people
- Recognise an adult at risk who potentially may be in need of safeguarding support
- Know what you should do if you think you spot abuse happening / has happened to someone

<b>Date</b>	<b>Time</b>	<b>Training</b>
04/01/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
18/01/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
01/02/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
29/02/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
14/03/2015	09.00-09.30	Induction (Safeguarding Adults Level 1)
29/03/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
11/04/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
25/04/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
09/05/2015	09.00-09.30	Induction (Safeguarding Adults Level 1)
23/05/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)
31/05/2016	09.00-09.30	Induction (Safeguarding Adults Level 1)

**Booking Info:** Sandra Crompton, Safeguarding Lead

**Course title:** **Adults at Risk – Safeguarding Training  
Recognising and Responding to Abuse**

**Audience:** Bolton College Staff

<b>Course 1</b>	16th October 2015	2.5 - hour session	10am - 12.30pm
<b>Course 2</b>	3rd February 2016	2.5 hour session	TBC
<b>Course 3</b>	6th July 2016	2.5 hour session	TBC

**Venue:** Bolton College, Deane Road, Bolton BL3 5BG

**Facilitators:** Eileen Nicholson & Rosie Croarkin

**Objectives:** By the end of this workshop you should be able to:

- Understand what safeguarding is
- Identify the main types of abuse that happen to people
- Recognise an adult at risk who potentially may be in need of safeguarding support
- Know what you should do if you think you spot abuse happening / has happened to someone

**Booking Info:** Bolton College Training and Development Manager

**Cancellations:** Bolton College Training and Development Manager

**Course title:** **Adult Safeguarding for Voluntary and Community Organisations**

**Audience:** Voluntary and community organisations, charities and social enterprises.

**Date:** Dates to be confirmed - sessions will be repeated 3 times a year as part of Bolton CVS training programme (starting January 2016)

**Note - further dates to be arranged**

**Duration:** 2.5 - 3 hour sessions

**Venue:** The Hub, Bold Street, Bolton BL1 1LS

**Facilitators:** Helen Tomlinson and Louise McDade

**Objectives:** By the end of this workshop you should be able to:

- Understand who is an adult at risk
- Understand what safeguarding adults means
- Be able to explain the different types of abuse
- Be confident in recognising a situation where abuse is happening or suspected
- Be confident in alerting using the safeguarding procedures and recording concerns

**Booking Info:** Bookings can be made at [www.boltoncvs.org.uk/training](http://www.boltoncvs.org.uk/training)  
Or by telephoning 01204 546014

**Cancellations:** Cancellations can be made by emailing: [training@boltoncvs.org.uk](mailto:training@boltoncvs.org.uk) or telephone 01204 546017

# Mental Capacity Act

- Course title:** **MCA/DoLS – Assessing Capacity/ Best Interest Decisions in Both Everyday and Complex Situations**
- Audience:** Staff group B & C Adult Health & Social Care staff (note there is a separate course for provider services)
- Dates/Times:** For details of dates and times please click the link below to view the full Social Care Training Programme which includes this course..
- [Social Care Training programme](#)
- Venue:** Castle Hill Centre, Castleton St, Bolton BL2 2JW
- Facilitators:** Janet Ramsden, Sharon Hindle, Martin Challender
- Objectives:** By the end of this workshop you should be able to:
- Explain how capacity is assessed and best interest decisions made in relation to MCA
  - Explain how capacity is assessed and best interests decisions made in relation to everyday decisions.
  - State why, when and how to carry out a formal, recorded assessment of capacity.
  - State how this applies to assessments of capacity for decisions about where a person lives, safeguarding issues and financial issues.
  - Explain strategies and approaches to use to make a capacity assessment and to work out a person's best interests in a practical context
  - Explain what can assist in resolving disagreements about capacity and best interests decisions where these arise.
- Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)
- Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** **MCA/DoLS – Assessing Capacity/ Best Interest Decisions in Both Everyday and Complex Situations – Provider Services**

**Audience:** Staff group B & C in Provider Services

**Dates/Times:** For details of dates and times please click the link below to view the full Social Care Training Programme which includes this course..

[Social Care Training programme](#)

***NB - This session is for managers only***

***NB - further dates to be arranged***

**Venue:** Castle Hill Centre, Castleton St, Bolton BL2 2JW

Please contact [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) if you have an alternative suitable venue.

**Facilitators:** Janet Ramsden, Sharon Hindle, Martin Challender

**Objectives:** By the end of this workshop you should be able to:

- Understand the key aspects of MCA and its application in everyday decision making
- Explain how capacity is assessed and best interest decisions are made in both complex and everyday situations
- State why when and how to carry out a formal assessment of capacity

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** DoLS Training/MCA/MHA with RAID

**Audience:** Bolton Foundation Trust staff

	<b>Date:</b>	<b>Time:</b>
<b>Course 1</b>	7 January 2016	1.30pm – 3.30pm
<b>Course 2</b>	2 February 2016	1.30pm – 3.30pm
<b>Course 3</b>	1 March 2016	1.30pm – 3.30pm
<b>Course 4</b>	14 April 2016	1.30pm – 3.30pm
<b>Course 5</b>	26 May 2015	1.30pm – 3.30pm
<b>Course 6</b>	30 June 2016	1.30pm – 3.30pm
<b>Course 7</b>	12 July 2016	1.30pm – 3.30pm
<b>Course 8</b>	23 August 2016	1.30pm – 3.30pm
<b>Course 9</b>	29 September 2016	1.30pm – 3.30pm
<b>Course 10</b>	25 October 2016	1.30pm – 3.30pm

***You only need to attend one session***

**Venue:** Training Room, Royal Bolton Hospital

**Facilitator:** Sandra Crompton

**Objective:** By the end of this workshop you should be able to:

- Understand the key aspects of MCA and its application in everyday decision making
- Understand the key aspects of MHA and how this crosses over with MCA
- Understand the DoLS criteria, process and when and how to make an application

**Booking Info:** Via Sandra Crompton - [sandra.crompton@boltonft.nhs.uk](mailto:sandra.crompton@boltonft.nhs.uk)

**Cancellations:** Via Sandra Crompton - [sandra.crompton@boltonft.nhs.uk](mailto:sandra.crompton@boltonft.nhs.uk)

## Other Training

**Course title:** **Self-Neglect – Bolton’s Policy and Guidance**

**Audience:** Managers and qualified staff in Health and Social Care

**Dates/Times:** For details of dates and times please click the link below to view the full Social Care Training Programme which includes this course.

[Social Care Training programme](#)

**Facilitators:** Janet Ramsden, Adult Protection Officer  
Karen Hobby, Safeguarding Lead

**Learning Outcomes:** At the end of the training participants will be able to:

- Explain the relevance of MCA to working with people who self-neglect
- Have knowledge and understanding of factors potentially relevant for individuals
- Explain the multi-agency approach and their role
- Explain when and how to report and also record concerns
- Develop an understanding of key factors from lessons learned from self-neglect cases

If you have any further queries please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk)

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** **Safeguarding Responding & Recording**

**Audience:** Staff Group B & C Level 2 training

**Dates** Module under development

**Venue:** Castle Hill Centre, Castleton St, Bolton BL2 2JW

Please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) if you have an alternative suitable venue.

**Duration:** 2 hours

**Facilitators:** Janet Ramsden

**Objectives:** By the end of this session you should be able to:

- Respond to alerts/referrals in a timely manner & Identify & reduce potential & actual risks
- Show critical understanding of thresholds & pathways for a referral & the requirements of gathering initial information

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** **Interviewing Skills**

**Audience:** Staff Groups B & C Level 2 training

**Dates:** Module under development

**Venue:** Castle Hill Centre, Castleton St, Bolton BL2 2JW

Please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) if you have an alternative suitable venue.

**Duration:** 1/2 day

**Facilitators:** Janet Ramsden

**Objectives:** By the end of this session you should be able to:

- Understand how 'best evidence or best information is achieved
- State why when and how to carry out a structured interview
- Be able to facilitate an interview using effective interview techniques

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

<b>Course title:</b>	<b>Bolton Safeguarding Procedures</b>
<b>Audience:</b>	Staff Group A & B Level 1 training (All frontline staff)
<b>Dates</b>	Please email <a href="mailto:Karen.hobby@bolton.gov.uk">Karen.hobby@bolton.gov.uk</a> to arrange a date.
<b>Duration:</b>	1 hour
<b>Facilitators:</b>	Karen Hobby
<b>Objectives:</b>	<p>By the end of this session you should be able to:</p> <ul style="list-style-type: none"><li>• Staff will have a good understanding of the seven stages of the new safeguarding procedures, including timescales.</li><li>• Staff will be aware of the additional templates they need to complete for strategy discussions, strategy meeting and case conferences and where to find them.</li><li>• Staff will understand that under the Care Act 2014 safeguarding is now a statutory requirement and local authorities must be the lead agency.</li></ul>
<b>Booking Info:</b>	Internal staff please use Oracle self-service External delegates please email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>
<b>Cancellations:</b>	For all cancellations please notify Training Shared Service Centre on 01204 337600 or email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>

<b>Course title:</b>	<b>Making Safeguarding Personal (MSP)</b>
<b>Audience:</b> within	Staff Group B Level 2 training All frontline staff who have a role the Safeguarding process
<b>Dates</b>	New dates to be arranged in 2016
<b>Venue:</b>	To be confirmed
<b>Duration:</b>	1 1/4 hour
<b>Facilitators:</b>	Karen Hobby
<b>Objectives:</b>	<p>By the end of this session you should be able to:</p> <ul style="list-style-type: none"> <li>• Staff will understand the basic principles of MSP and how this will require a personalised approach to each safeguarding enquiry.</li> <li>• Staff will be introduced to the leaflet “My Personal Plan to Keeping Safe” which they are required to use on each safeguarding enquiry.</li> </ul>
<b>Booking Info:</b>	Internal staff please use Oracle self-service External delegates please email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>
<b>Cancellations:</b>	For all cancellations please notify Training Shared Service Centre on 01204 337600 or email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>

<b>Course title:</b>	<b>Making Safeguarding Personal (MSP)</b>
<b>Audience:</b>	Staff Group B Level 2 training
<b>Dates</b>	9 <sup>th</sup> December 2015 9:30 – 12:00 GMW staff 15 <sup>th</sup> December 2015 13:30 – 16:00 GMW staff  New dates to be confirmed for 2016
<b>Venue:</b>	To be confirmed
<b>Duration:</b>	2 1/2 hour
<b>Facilitators:</b>	Karen Hobby
<b>Objectives:</b>	By the end of this session you should be able to: <ul style="list-style-type: none"> <li>• Staff will have the opportunity to revisit the 7 stages of the safeguarding process</li> <li>• Staff will understand the basic principles of MSP and how this new approach (working in a person centred way) needs to be considered at each stage of the safeguarding process</li> <li>• Staff will be introduced to the leaflet “My Personal Plan for Keeping People Safe” which will need to be used on each safeguarding enquiry.</li> </ul>
<b>Booking Info:</b>	Internal staff please use Oracle self-service External delegates please email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>
<b>Cancellations:</b>	For all cancellations please notify Training Shared Service Centre on 01204 337600 or email <a href="mailto:trainingsharedservicecentre@bolton.gov.uk">trainingsharedservicecentre@bolton.gov.uk</a>

**Course title:** **Strategy Meetings & Case Conferences**

**Audience:** Staff Group B Level 2 who are involved in the safeguarding process

**Dates** New module to commence in January 2016

**Venue:** Castle Hill Centre, Castleton St, Bolton BL2 2JW  
Please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) if you have an alternative suitable venue.

**Duration:** 2 hours

**Facilitators:** Janet Ramsden

**Objectives:** By the end of the session

- Increase skills and confidence in preparing for a meeting
- Understand the purpose of a strategy meeting
- Understand the purpose of a case conference
- Understanding of the process, confidentiality, sharing of information and the effects of group dynamics

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** **Keeping Safe & Preventing Doorstep Crime**

**Audience:** Staff Groups A & B (Level 2) who have regular contact with adults at risk within their own homes in the community

**Dates** To be confirmed

**Venue:** To be confirmed

**Duration:** 2 hours

**Facilitators:** Janet Ramsden

**Aim:** To provide staff with the knowledge and information to improve the confidence of and therefore enabling adults with vulnerabilities in the community to keep themselves safe and prevent victimisation

**Objectives:** By the end of the session participants will

- Gain knowledge regarding Rogue Traders and Doorstep Crime
- Gain practical tips and prompts in order to educate and therefore minimise the risk to crime and exploitation of the adults you support within their home and the wider community

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:** **Safeguarding Board Annual Conference**

**Audience:** Staff Group B & C Level 2 - this event is for all practitioners and managers from all partner organisations that come into regular contact with adults at risk

**Dates** To be arranged

**Venue:** To be arranged

**Duration:** 1/2 day

**Facilitators:** To be determined by the BSAB

This conference is for everyone. It will give professionals, community and voluntary sector partners the opportunity to discuss the subject of the day in the context of their everyday work and will include information on current practice locally.

The Safeguarding Partnership Board conferences are a chance for people to share their thoughts and concerns and take on information about current best practice. We hope that the conference will give attendees the opportunity to contribute to developing local strategy

**Booking Info:** Internal staff please use Oracle self-service External delegates please email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Cancellations:** For all cancellations please notify Training Shared Service Centre on 01204 337600 or email [trainingsharedservicecentre@bolton.gov.uk](mailto:trainingsharedservicecentre@bolton.gov.uk)

**Course title:**           **Safeguarding Train the Trainer**

**Audience:**           Staff Group B & C Level 2 training

**Dates**                   New module to commence

**Venue:**                Please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) to discuss a suitable venue.

**Duration:**           2 1/2 day sessions and further support as required  
Attendance of the Recognising and Responding Course  
Completion of all E Learning packages

**Facilitators:**        Janet Ramsden

**Learning Outcomes:** At the end of the training participants will be able to:

- Recognise that participants learn in different ways and how to optimise their learning
- Facilitate a range of activities to train staff in the key areas that the 'Alerter' needs to know and understand
- Demonstrate key skills to manage group dynamics in a training situation
- Competently deliver training to a required standard in the following areas
  
- Define safeguarding and their role in safeguarding Adults.
- Recognise an adult potentially in need of Safeguarding and take action appropriate to your role.
- Recognise the procedures for making a "Safeguarding Alert"
- Define dignity and respect when working with individuals.
- Identify policy, procedures and legislation that support Safeguarding Adults activity

Workforce Development will observe a minimum of one session a year for quality control

If you are interested in this course or have any further queries please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk)

**Course title:** **Becoming a Safeguarding Champion**

**Audience:** Safeguarding champions and leads

**Dates** To commence 2016

**Venue:** Please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk) to discuss a suitable venue.

**Facilitators:** Janet Ramsden

**Objectives:** At the end of the training participants will be able to:

- Under development pilot running

If you are interested in this course or have any further queries please email [janet.ramsden@bolton.gov.uk](mailto:janet.ramsden@bolton.gov.uk)

## Getting the most out of your course

In order to get the most out of the multi-agency courses you and your Manager should spend some time considering the following:

### Before the course:

#### Participant:

- Why do I want to go on the course?
- What do I want to get out of it?
- What aspects of my work will be relevant?
- Self-care - are there any personal issues which might cause me difficulties during the course?

#### Manager:

- Why am I sending this member of staff on this course?
- What do I want them to get out of it?
- What do I want them to bring back to the team?
- What do I need to do to prepare them for the content of the course (relevant work, personal issues, etc.)?

### After the course:

#### Participant:

Fill in and complete your personal development record (there is a form on the back of your certificate to help you do this)

#### Consider:

- In what way will the learning contribute to my work?
- How will I utilise and share the skills I have learned? Do I need to create opportunities to practise new skills?
- Do I need to consider further courses?

#### Manager:

- Review learning achieved by member of staff in supervision
- Provide opportunities for them to practise new skills and review them in supervision
- Will they benefit from further training?
- Provide opportunities for member of staff to share new skills with other staff
- Complete feedback forms regarding training

## **Important note on self-care**

Many of the courses touch on emotive subjects. If you feel uncomfortable please discuss this with the trainer. You will not be expected to remain on a course if you are finding the content personally stressful.

If you have any comments or feedback for next years

BSCB Training programme please email:

[multiagencytraining@bolton.gov.uk](mailto:multiagencytraining@bolton.gov.uk)

Training Programme 2016/2017