



LSAB  
Luton Safeguarding Adults Board  
Partnership working to protect adults at risk

## Safeguarding Adults Competency Framework



Working Together to Safeguard Adults in  
Bedford, Central Bedfordshire & Luton

## Introduction

This framework has been developed by Bedford Borough Council, Central Bedfordshire Council and Luton Borough Council to achieve:

- Setting a standard for knowledge, skills and behaviours specific to role
- A requirement for staff and volunteers to provide demonstrable evidence of meeting standards
- A benchmark to measure effectiveness and quality of training
- Professional development across all levels of staff
- Better outcomes for Service Users

The Care Act 2014 statutory guidance states that:

14.7. Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

14.29. Workers across a wide range of organisations need to be vigilant about adult safeguarding concerns in all walks of life including, amongst others in health and social care, welfare, policing, banking, fire and rescue services and trading standards; leisure services, faith groups, and housing.

14.30 Regardless of how the safeguarding concern is identified, everyone should understand what to do, and where to go locally to get help and advice. It is vital that professionals, other staff and members of the public are vigilant on behalf of those unable to protect themselves.

The competencies are grouped into levels according to the roles and responsibilities of staff. All workers are required to meet competencies in level 1 and then additional levels related to their role.

Practitioner's Competence Level	Competence Level	Scope of Practitioner Role
Level 1	Competencies 1-4	Mandatory for all staff who may raise an alerts or make a referral (this competency applies to all staff at all levels.
Level 2	Competencies 5-8	In addition to competencies 1-4 Managers and qualified staff responsible for prevention, protection, assessment and reporting.
Level 3	Competencies 9-11	In addition to competencies 1-8 Staff responsible for and

		<b>part of the investigation process.</b>
<b>Level 4</b>	<b>Competencies 12-14</b>	<b>In addition to competencies 1-11 Local Authority staff responsible for undertaking and managing investigations</b>

### **How is assessment of Competence carried out?**

The assessment of competence should combine a mix of direct observation of practice, as well as a process of exploration, discussion and questioning in supervision and appraisal meetings. Assessment should also reflect a knowledge and understanding of the Multi-Agency Policy and Procedures for Safeguarding Adults, operational instructions and safeguarding practice standards within organisations.

This framework should be used in conjunction with existing workforce development systems for example supervision, continuing professional development and appraisal arrangements.

**Level 1 - All staff directly or indirectly in contact with vulnerable adults will be able to:**

Name..... Job role ..... Supervisor/ Manager.....

Competence	Areas to cover	Evidence Presented and date	Manager's Comments, signature and date
1. Understand policy and procedure	<ul style="list-style-type: none"> <li>• Know where to access the multiagency protocol and local procedures for Safeguarding adults and relevant documentation.</li> <li>• Be aware of relevant legislation, guidance and organisational requirements within the multi-agency protocol and local procedures. These include; Care Act, Human Rights Act, Mental Capacity Act, Deprivation of Liberty.</li> <li>• Understand and be able to act within the organisation's whistle blowing procedure.</li> <li>• Understand the definition of safeguarding adults as defined by the Care Act 2014</li> </ul>		

<b>2. Understand and recognise safeguarding issues</b>	<ul style="list-style-type: none"> <li>• Understand the definition of an adult at risk of abuse or neglect and what makes them at risk.</li> <li>• Understand and follow the appropriate procedures for reporting and recording concerns of abuse and neglect.</li> <li>• Know abuse types and be able to recognise the signs and symptoms and impacts of abuse and neglect.</li> <li>• Recognise how inappropriate care can be abusive.</li> </ul>		
<b>3. Know how to take action</b>	<ul style="list-style-type: none"> <li>• Know, understand and take timely action appropriate to level of responsibility.</li> <li>• Describe how to act when an alert, concern or disclosure is made to them.</li> <li>• State how to preserve evidence.</li> <li>• Know who to contact for support and information.</li> </ul>		

<p><b>4. Understand how to keep people safe</b></p>	<ul style="list-style-type: none"><li>• Work in a way that creates a safe environment to minimise the risk of abuse, including understanding and promoting dignity, equal opportunities, anti discriminatory and personalised practice</li><li>• Define the concept of Zero tolerance of abuse and neglect</li><li>• Explain the 3 C's Confidentiality, Capacity and Consent</li></ul>		
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**Level 2 – Managers and qualified staff responsible for prevention, protection, assessment and reporting will be able to:**

Name..... Job role ..... Supervisor/Manager.....

Competence	Areas to cover	Evidence Presented and date	Manager's Comments, signature and date
<b>5. Work in a way that reduces risk</b>	<ul style="list-style-type: none"> <li>• Create safe environments and monitor the effectiveness of safer recruitment systems to protect people and minimise risk of danger, harm and abuse.</li> <li>• Assess risk to staff and individuals including adults at risk of abuse or neglect who have caused harm.</li> <li>• Complete care plans for risk reduction and prevention (including recognition of restriction and restraint that may lead to Deprivation of Liberty).</li> </ul>		
<b>6. Understand roles and responsibilities</b>	<ul style="list-style-type: none"> <li>• Understand interagency roles and responsibility within the multiagency Policies and Procedures</li> <li>• Understand the role of HR when</li> </ul>		

	<p>allegations of abuse are reported against a member of staff.</p> <ul style="list-style-type: none"> <li>• Understand how to support staff or individuals who are alleged to have committed abuse.</li> <li>• Understand to the principles of information sharing in accordance with the local policy and procedure, relevant legislation and internal guidance.</li> <li>• Understand and implement the principles of safe recruitment.</li> </ul>		
<p><b>7. Support people at risk of abuse or neglect</b></p>	<ul style="list-style-type: none"> <li>• Understand personalised ways of supporting individuals (including carers) who have been subject to abuse or neglect.</li> <li>• Support staff and Individuals (including carers) to access information relating to safeguarding of adults.</li> <li>• Make an effective contribution to post-abuse planning.</li> </ul>		



	<ul style="list-style-type: none"> <li>• Explore the range of interventions that could be used following abuse and which interventions are the most appropriate for the person and their family needs.</li> </ul>		
<b>8. Respond to allegations and support staff to meet standards</b>	<ul style="list-style-type: none"> <li>• Respond to allegations of abuse within agreed timescales, including writing accurate legible and comprehensive records, in accordance with policy, procedure and guidance for referrals.</li> <li>• Make sound and consistent decisions underpinned by assessment as part of implementing the safeguarding adults' policy and procedures.</li> <li>• Support and facilitate staff to meet safeguarding competencies appropriate to role through supervision and quality checks and audits.</li> <li>• Ensure activity is centred around the person concerned and their wishes and views are recorded</li> </ul>		

**Level 3 - Staff responsible for and part of the enquiry process will be able to:**

Name..... Job role ..... Supervisor/Manager.....

Competence	Areas to cover	Evidence Presented and date	Manager's Comments, signature and date
<b>9. Understand and implement the multi-agency policy</b>	<ul style="list-style-type: none"> <li>• Understand the statutory responsibilities relating to safeguarding under the Care Act, including when to refer to advocacy services</li> <li>• Plan, manage and conduct all enquiries in accordance with the multi-agency and local policy and procedures</li> <li>• Accurately record information in accordance with multi-agency policy and procedure.</li> <li>• Understand the issues of evidence gathering and risk of contamination.</li> </ul>		
<b>10. Know how to work in partnership</b>	<ul style="list-style-type: none"> <li>• Understand the role of Police and other relevant people involved in enquiries.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Understand the importance of sharing information within the boundaries of confidentiality.</li> <li>• Understand when it is appropriate to involve colleagues from various agencies when there are allegations involving an adult at risk of abuse or neglect.</li> </ul>		
<b>11. Understand how to work with the adult at risk of abuse or neglect</b>	<ul style="list-style-type: none"> <li>• Understand how to work in a person centred way during safeguarding enquiries</li> <li>• Understand the impact of enquiries upon an adult at risk of abuse or neglect and those who support them</li> <li>• Assess Mental Capacity and understand issues to consider when assessing capacity and consent including unwise decision making.</li> <li>• Identify, assess and manage risk to individuals' families, carers and the wider community.</li> </ul>		

	<ul style="list-style-type: none"> <li>Understand the skills required when working with adults at risk of abuse or neglect.</li> </ul>		
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**Level 4 – Local Authority staff responsible for undertaking and managing investigations will be able to:**

Name..... Job role ..... Supervisor/Manager.....

Competence	Areas to cover	Evidence Presented and date	Manager’s Comments, signature and date
<b>12. Co-ordinate the safeguarding enquiry</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of how to make safeguarding personal, including how to capture and act on the outcomes the person identifies</li> <li>Complete Risk Assessment &amp; Protection/ Support Plans and ensure they are updated throughout the enquiry, including the person’s views and wishes.</li> <li>Be responsible for case co-ordination.</li> <li>Manage risk, autonomy, accountability &amp; decision making,</li> </ul>		

	<p>ensuring that all views are heard and that clear decision are reached.</p> <ul style="list-style-type: none"> <li>• Know and be able to demonstrate effective interviewing skills.</li> </ul>		
<p><b>13. Understand the roles and responsibilities within a safeguarding enquiry</b></p>	<ul style="list-style-type: none"> <li>• Understand how the multi-agency Policy and Procedures interact with the police and criminal justice procedures</li> <li>• Understand how criminal and civil law practice, experience, research and academic perspectives impact on work with adults at risk of abuse or neglect.</li> <li>• Understand the roles, skills and perspectives of all multi-agency partners (i.e. police, health and social care professionals) involved in a joint enquiry process.</li> <li>• Understand all roles and responsibilities of the Local Authority within the multi-agency policy and procedures particularly role of enquiring officers and role of Local Authority and senior social</li> </ul>		

	workers/Team Managers.		
<b>14. Chair safeguarding meetings (Senior Practitioners / Managers)</b>	<ul style="list-style-type: none"> <li>• Confidently chair &amp;/or participate within a Strategy/Planning Meeting and Case Conference and understand how other issues need to be taken into account regarding the use of safeguarding procedures, information sharing &amp; confidentiality within a meeting/conference.</li> <li>• Understand the difference between Case Conferences and Strategy Meetings.</li> <li>• Support officers leading enquires in making decisions as part of the implementation process.</li> <li>• Promote the development of personalised strategies that support the person and others attending Case Conferences and other safeguarding meetings.</li> </ul>		