

# WSAB Training Competency Framework



The Competency Framework for Safeguarding Adults with Care and Support Needs is a tool to assist managers and other individuals to identify the skills, knowledge and competency needed in various roles and identify learning and development opportunities in respect of safeguarding training to meet these needs.

## Using the competency framework

1. Read the competency framework and identify where people fit into the framework (Level 1-4)
2. Identify the level of core skills, knowledge and competency needed for each of the roles in your organisation
3. It is the responsibility of the person carrying out the competency assessment to identify appropriate learning opportunities and this framework has been developed by Wigan Safeguarding Board to support this. The learning objectives of those opportunities should ensure staff have the knowledge and skills to carry out their duties and provide services to adults in the Wigan Borough.

## WSAB Training Assurance Return

1. Identify the number of staff eligible for each training, indicate if this is mandatory within your organisation, number trained, percentage achieved, and actions taken to address any learning gaps.

## Links to other competency frameworks

This framework where possible has incorporated the NHS England Safeguarding Adults: Roles and competences for health care staff – Intercollegiate Document and the key messages from the National Competency Framework for Safeguarding Adults (National Centre for Post-Qualifying Social Work and Professional Practice, Bournemouth University, 2015).

This Framework is not intended to replace contractual arrangements or organisational assessment of the skills, knowledge and competency required by staff, volunteers or students rather it is intended as a support tool to inform such decision making. The skills, knowledge and competency outlined in this document may be exceeded to fulfil particular role.

**Level 1-** Members of this group have a responsibility to contribute to Safeguarding Adults, but do not have specific organisational responsibility or statutory authority to intervene.

Level 1	Core Skills and Knowledge	Learning Available
<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li>• All Support Staff in Health and Social Care Settings</li> <li>• Business Support Officers</li> <li>• Drivers, other Transport Staff</li> <li>• Human Resources Staff</li> <li>• Domestic and Ancillary Staff</li> <li>• Elected Members</li> <li>• Refuse Collectors</li> <li>• Tenancy Support Staff</li> <li>• Maintenance Staff</li> <li>• What's Up Champions</li> </ul>	<ul style="list-style-type: none"> <li>• Know and understand categories and indicators of abuse and how to report it.</li> <li>• Know how to support someone if they are having thoughts of suicide or disclose domestic abuse.</li> <li>• Recognise when a situation is an emergency and respond accordingly.</li> <li>• Understand the importance of safer working practices while carrying out duties.</li> <li>• Be aware of current legislation and local procedure that supports safeguarding activity, including whistleblowing procedures and their own organisation's safeguarding processes.</li> </ul>	<ul style="list-style-type: none"> <li>• (E-Learning) Safeguarding Adults Level 1</li> <li>• Safeguarding Adults Level 2</li> <li>• Eyes and Ears</li> <li>• Tier Training</li> <li>• Suicide Awareness</li> <li>• Prevent E-Learning</li> <li>• Domestic Abuse – An Introduction to the S.A.V.E.D Model and coercion and control</li> <li>• Trauma and Resilience</li> <li>• GMFRS Home Fire Training</li> <li>• PIPOT</li> <li>• Tier Training</li> <li>• Hoarding Awareness</li> </ul>

**Level 2-** This group have considerable professional and organisational responsibility for Safeguarding Adults. Can act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within a multiagency context.

Level 2	Core Skills	Learning Available
<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Social Care Officers</li> <li>• Social Workers</li> <li>• Advanced Practitioners</li> <li>• Doctors and Nurses</li> <li>• Frontline Managers</li> <li>• Team Managers</li> <li>• Heads of Nursing</li> <li>• Health and Social Care Provider Service Managers</li> <li>• Safeguarding Leads</li> <li>• Quality Performance Officers</li> <li>• Complex Dependency Team</li> <li>• Supported Accommodation Team</li> </ul>	<p>As Level 1 plus:</p> <ul style="list-style-type: none"> <li>• Understand that the person is central to the safeguarding process.</li> <li>• Understand the importance of early intervention and recognise different pathways available to support a person with care and support needs.</li> <li>• Understand how to gather and preserve evidence.</li> <li>• Maintain accurate, complete, and up-to-date recording systems.</li> <li>• Be able to work within a multi-agency environment.</li> <li>• Consider the safety and wellbeing of the carer, as well as the person.</li> <li>• Apply safeguarding legislation and local policy into practice.</li> <li>• Contribute to a safeguarding enquiry as appropriate to the role.</li> <li>• Understand what emergency systems are in place and how and when to use them in the safeguarding process.</li> <li>• Understand the concept of trauma informed practice.</li> <li>• Understand the concept of coercive and controlling behaviour and perceived non engagement with services.</li> <li>• Exhibit professional curiosity and challenge poor cultures and practice.</li> <li>• Contribute to a culture of safeguarding in their organisation.</li> </ul>	<p>As Level 1 plus:</p> <ul style="list-style-type: none"> <li>• Safeguarding Adults Level 3</li> <li>• Professional Curiosity</li> <li>• Section 42</li> <li>• Domestic Abuse- DASH and MARAC</li> </ul>

**Level 3-** This group is responsible for ensuring the management and delivery of safeguarding adult services is effective and efficient. In addition, they will 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. Decision making ,chairing meetings and supervising staff.

Level 3	Core Skills	Learning Available
<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Operational Managers</li> <li>• Heads of Assessment and Care Managers</li> <li>• Service Managers</li> </ul>	<p>As Level 1 and 2 plus:</p> <ul style="list-style-type: none"> <li>• Be able to use reflective practice and disseminate learning from SARs within own unit/area of work.</li> <li>• Actively engage in supporting a positive multi-agency approach to safeguarding adults and promote a positive culture within own organisation.</li> <li>• Know of the statutory partners of the Safeguarding Adults Board and contribute to the work streams as appropriate.</li> <li>• Be able to contribute to audits and monitoring systems for safeguarding adults and understand that these are important in helping to shape the strategic direction of the safeguarding adult’s agenda.</li> <li>• Be able to make sure systems are in place for public/service user involvement within own organisation</li> <li>• Ensure arrangements are in place in own organisation which follow best practice guidance regarding the safe recruitment of staff and volunteers.</li> </ul>	<p>(Specialist learning when available)</p>

**Level 4-** This group is responsible for ensuring their organisation is, at all levels, fully committed to Safeguarding Adults, and have in place appropriate systems and resources to sort this work in an intra and inter-agency context.

Level 4	Core Skills	Learning Available
<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Heads of Support Services</li> <li>• Heads of Directly Provided Services</li> <li>• Heads of Assessment and Care</li> <li>• Management Services</li> <li>• Local Safeguarding Adult Boards</li> </ul>	<p>As Level 1, 2 and 3 plus:</p> <ul style="list-style-type: none"> <li>• Be able to ensure there are effective information sharing arrangements in place between organisation Board/Board of directors and committees.</li> <li>• Be able to monitor trends and themes of safeguarding adults concerns raised or addressed within own organisation and be able to use this and other external data to identify trends to inform commissioning.</li> <li>• Be able to ensure there are robust governance processes in place to provide assurance on safeguarding adults.</li> <li>• Be able to ensure that the workforce in own organisation has the necessary skills and knowledge to work effectively, and that reflective practice is embedded.</li> <li>• Have a strategic understanding of the scope of safeguarding services across the locality.</li> <li>• Be able to gain assurance that staff within own organisation understand safeguarding thresholds, and when cases should be dealt with in-house or if multi-agency scrutiny is necessary.</li> <li>• Be able to ensure that staff within own organisation identify risks with the person and their advocate, and work with other agencies where appropriate to reduce risks where possible without taking away choice.</li> <li>• Promote quality care and dignity within own organisation and have systems in place to address any quality issues promptly.</li> <li>• Ensure systems are in place that address safeguarding concerns as</li> </ul>	<p>(Specialist learning when available)</p>

soon as they arise and be able to evidence that all staff are fully aware of these.

- Be able to ensure that all staff are made aware of any new developments and publications from WSAB and Government.
- Be able to work with partner agencies, to develop consistent approaches to safeguarding adults and ensure that own organisation is fully engaged with the work of the BSAB to help achieve this.
- Displays strong leadership and governance arrangements, and promotes a culture of collective accountability, respectful challenge and continuous learning.

## WSAB Training Assurance Return

Organisation/ Team details , Date and Name of Person Completing

Please complete the agency return below to assure the Board that staff within your organisation have been trained in line with the WSAB Competency Framework, the expected level of staff trained is 85%. You may need to add your own agencies specific safeguarding training to the list below. Please return to [k.warwick@wigan.gov.uk](mailto:k.warwick@wigan.gov.uk).

Training	Level 1-4	Job roles this is mandatory for and approximate number of staff	Number of staff trained	% of staff trained at this level	Number of staff booked on to attend this course	Actions taken to achieve compliance
Eyes and Ears Training	1					
Tier Training	1					
Level 1 Safeguarding Adults (E-Learning)	1					
Level 2 Safeguarding Adults (E-Learning)	1					
Suicide Awareness	1					
Trauma and Resilience	1					

Prevent E-Learning	1					
GMFRS Home Fire Training	1					
Domestic Abuse – An Introduction to the S.A.V.E.D Model and Coercion and Control	1					
PIPOT	1					
Hoarding Awareness	1					
Level 3 Safeguarding Adults	2					
Domestic Abuse- DASH and MARAC	2					
Section 42 Training (available from 2025)	2					