

**Fife Adult Support & Protection**

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# **Competency Framework**

**Adult Support and Protection  
Learning and Development**

**Review Date December 2021**

## **Introduction**

This booklet outlines key areas of the Adult Support and Protection (ASP) competency framework that services and agencies in Fife involved with adults at risk should consider, in respect of their learning and development needs.

**The booklet and appendices are designed to support managers across services and agencies in Fife. The appendices are designed for use with teams and individuals as part of continued professional learning through a supervisory process. The checklists can be used to stimulate discussion and identify gaps in learning. Where gaps are identified, managers can help direct staff to consider the opportunities afforded by the Adult Support and Protection Committee multi-agency training calendar, through their own service/agency internal training calendar and consider other ways in which identified needs can be met.**

## **The National Framework**

The material in this Framework is designed to be used alongside existing guidance and documents e.g. the 'NHS Knowledge & Skills Framework' (KSF) and 'The Framework for Continuous Learning in Social Services' (SSSC). It can be used to focus specifically on ensuring that relevant workers have the competences, knowledge and skills they need to carry out their roles in supporting and protecting adults at risk of harm. It can also be used to review what the workforce already know and understand, support 'Learning and Development Needs Analysis' and identify ongoing opportunities for this. It should inform and enhance practice for those who need a particular set of skills and can be used as a tool when writing job descriptions.

Adult Support and Protection and workforce development should be seen as an essential part of continuous improvement, and the Framework is designed for use as part of agencies' continued professional learning. The individual learning and development needs of each worker should be considered and reviewed, including Adult Support and Protection where relevant, in how workers and managers will meet the Continued Professional Learning (CPL) requirements of particular roles. The competences, knowledge and skills can be 'mapped' at an individual level (to any other forms of learning and development that workers take part in).

The Framework should not be considered in isolation. It should be read alongside other legislation, policy, strategy and CPL material relevant to specific agencies. It does not replace any local multi-agency or single agency frameworks, but aims to enhance and support them. It should be considered alongside these by each agency, and those responsible for their continued professional learning needs, and used to reflect local circumstances.

## **Implementing the Framework**

### **This Framework can be used:**

- To identify continued professional learning needs
- To plan personal and professional learning
- To support the personal learning planning and review process.

Each worksheet is easily downloadable for completion in consultation with the supervisor/line manager. This will serve to identify strengths and/or gaps in knowledge and skills which may need developmental attention and maintains a record for evidential purposes.

**Supervisor/Line Managers should:**

- Ensure they themselves have the competences, knowledge and skills in relation to Adult Support and Protection required to perform their management/supervisory role.
- Ensure that workers (paid or unpaid) fully understand their roles.
- Help to identify and assess the learning and development needs of their workforce, ensuring they have the competences, knowledge and skills required for their practice.

**Single Agencies, Professional Bodies and Services****All single agencies, professional bodies and services should:**

- Have a clear overview of Adult Support and Protection continued professional learning needs and the opportunities available.
- Recognise that different workforce groups have different responsibilities, need to demonstrate different competences, knowledge and skills, and therefore have different continued professional learning needs.
- Identify these needs and how these will be met, ensuring consistency with local multi-agency work.
- Ensure that their workforce has access to appropriate continued professional learning opportunities, including multi-agency; and is resourced to be competent and confident in carrying out their responsibilities for supporting and protecting adults at risk, recognising their own roles and how these fit into the wider picture.
- Ensure, where services are commissioned, that any external agency is competent and confident in carrying out their responsibilities for the support and protection of adults at risk. This is normally a requirement of the contract and commissioning process.
- Ensure that all of those involved in Adult Support and Protection have access to high quality advice, support, supervision and monitoring; which should help identify continued professional learning needs, evaluate provision, and ensure that they have the skills to provide an effective service.
- Contribute to the evaluation of continued professional learning and the continuing identification of needs.

## Who should complete the Competency Framework?

Fife Health and Social Care Partnership believes that Adult Support and Protection is everybody's business. Because of this all staff should be assessed as being competent within Adult Support and Protection. This needs to be relevant to their occupation, role and responsibilities within their organisation.



Each staff member should read the table above and identify which Group describes their current role. Once this has been established they will be aware of which competences they need to be able to demonstrate within their own work environment and be able to use this framework in order to evidence them appropriately.

### Group A – Competences 1-5

Members of this group have a responsibility to contribute to Adult Support and Protection, but do not have specific organisational responsibility or statutory authority to intervene.

- All Support Staff in Health and Social Care
- Day service Staff
- Housing Staff
- Council Based Office Staff
- HR Staff
- Elected Members
- Volunteers
- Befrienders

- Charity Trustees
- Drivers, other transport staff

### **Staff Group B - Competences 1-12**

This group have considerable professional and organisational responsibility for Adult Support and Protection. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.

- Social Workers
- Nurses
- Frontline Managers
- Team Managers
- Health and Social Care Providers Service Managers
- Senior Support Workers

### **Staff Group C - Competences 1-16**

This Group is responsible for ensuring the management and delivery of Adult Support and Protection Services is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their own organisations to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality services.

- Operational Managers
- Senior Management
- Heads of Assessment and Care Managers
- Service Managers
- Senior Social Workers

### **Staff Group D - Competences 1-5 and 16-20**

This Group is responsible in ensuring their organisation is, at 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.

- Senior Leadership Team
- Chief Executive

### **Demonstrating Competence**

To demonstrate competence staff should present a combination of evidence to their line managers. This could include formal training, completion of vocational/professional awards and work products. The line managers may wish to carry out a professional discussion, question / answer session with

you in order to ensure competency in a specific area. A full list of suggested evidence can be found at the end of this document (appendix 2)

If you are required to demonstrate more than one set of competences, for example your current role is within both B and C - you may want to look at both of these competences as you should be able to cross reference your evidence for competences in other groups.

**Staff Group A**

**All Staff to complete this section:**

Competencies 1-5	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
1.	I understand that <i>“adult support and protection is everyone’s business”</i>			
2.	I am able to recognise an adult potentially in need of Adult Support and Protection intervention and take action.			
3.	I understand how to make an ASP referral.			
4.	I understand dignity and respect when working with individuals.			
5.	I have knowledge of Fife Health and Social Care Partnership’s multi-agency ASP Procedures.			

Staff Signature ..... Line Managers Signature .....

Date .....

**Staff Group B & C to complete this section**

**Competence in working with people and delivering Safeguarding Services Competence**

Competencies 6-12	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
6.	I have the required knowledge and skills to contribute fully to the Adult Support and Protection process.			
7.	I am aware of and can apply local policy and procedural frameworks when undertaking Adult Support and Protection Activity.			
8.	I ensure service users/carer's are supported appropriately to understand Adult Support and Protection issues.			
9.	I am able to distinguish between observation, facts, information and opinion gained from others in gathering evidence with regard to ASP issues			
10.	I know and understand the legislative context of Adult Support and Protection i.e. Adults with Incapacity			

	(Scotland) Act 2000 and Mental Health Care and Treatment (Scotland) Act 2003			
11.	I maintain accurate, complete and up to date records.			
12.	I am able to demonstrate the required level of skills and knowledge to undertake an Adult Support and Protection Investigation.			

Staff Signature ..... Line Managers Signature .....

Date .....

**Staff Group C (Need to complete B & A also)**

**Competence in Strategic Management and Leadership of Safeguarding Services**

Competencies 13-16	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
13.	I actively engage in supporting a positive multi-agency approach to Adult Support and Protection work.			
14.	I support the development of robust internal systems			



	to provide consistent, high quality Adult Support and Protection service.			
15.	I chair Adult Support and Protection meetings such as IRD discussions OR Case Conferences.  (This only applies to Senior Practitioners or Team Managers who role involves chairing ASP meetings)			
16.	I ensure record systems are robust and fit for purpose.			

Staff Signature ..... Line Managers Signature .....

Date .....

**Staff Group D (need to complete A also)**

**Competence in Strategic Management and Leadership of Safeguarding Services**

Competencies 17-20	Description	Evidence or Demonstration of Competence/Confidence in this area	Any development Required?	Review Date (minimum of 12 monthly)
17.	I lead the development of effective policy and procedures for Adult Support and Protection services in my organisation.			

18.	I ensure plans and targets for Adult Support and Protection are embedded at a strategic level across the organisation.			
19.	I promote awareness of Adult Support and Protections systems within and outside my organisation.			
20.	I develop and maintain systems to ensure the involvement of service users in developing Adult Support and Protection services.			

## Development of Competence-Appendix 1

Please make notes of how any competences that have not been demonstrated, can be evidenced in the foreseeable future and dates to when this will be assessed.

Competence:	Actions:	Target Date:
For example, I have knowledge of Fife's Health and Social Care Partnership's inter-agency ASP procedures	CB requires to broaden his understanding of Council Officer training. To attend CO training.	Within next 6 months.

## Examples of Evidence to Support Competence Level-Appendix 2

### Suggested Evidence Group A

- Clear understanding of their role in making an alert and an Adult Support and Protection referral.
- Clear understanding of their organisation's policy and procedures.
- Understand limits to confidentiality.
- Be able to define 'adult at risk of harm'.
- Know the different types of abuse and how to recognise indicators/signs.
- Contact emergency services where appropriate.
- Know how to make an alert and a referral.
- Know how to record appropriately.
- Value individuality and be non-judgmental.
- Be aware of how own values and attitudes influence understanding of situations.
- Understand how to 'whistleblow' using Local procedures.

### Suggested Evidence Group B

- Responds to referrals within specified timescales.
- Identify and reduce potential and actual risks after an allegation of abuse has been made.
- Convene relevant ASP meetings such as IRD or Case Conference meetings as appropriate within specified time scales.
- Contribute effectively to all information sharing.
- Develop protective strategies for those who refuse services.

- Show a clear understanding of the thresholds and pathways for investigating in response to an Adult Support and Protection referral.
- Describe the purpose of a IRD Meeting and Case Conference.
- Describe the purpose of a Protection Plan.
- Use of appropriate forms and recording systems.
- Understand the use of legislation within Adult Support and Protection work including:-
  - Adult Support and Protection (Scotland) Act 2007
  - Mental Health Care and Treatment (Scotland) Act 2003
  - Adults with Incapacity (Scotland) Act 2000
- Recognise service users' rights to freedom of choice.
- Understand the impact that abuse can have on individuals.
- Provide information on local support services that may provide support.
- Provide written and verbal information on Adult Support and Protection processes.
- Demonstrate knowledge of gathering, evaluating and preserving evidence.

#### Suggested Evidence Group C

- Evidence of protection planning.
- Evidence of report writing.
- Evidence of multi-agency working.
- Explicit understanding of confidentiality and data protection issues
- Demonstrate a thorough knowledge and application of purpose, duties, tasks involved in Adult Support and Protection investigations.
- Plan and carry out agreed strategy to protect an adult from harm during and following an investigation.
- Understand the different roles and responsibilities of the different agencies involved in investigating allegations of harm.
- Demonstrate a clear understanding of Fife Health and Social Care Partnership multiagency policy and procedures.
- Ensure supervision is carried out regularly to support safeguarding activity.
- Ensure effective performance management systems are in place and implemented when poor Adult Support and Protection practice is identified.
- Ensure the workforce has the necessary skills and knowledge to carry out effective safeguarding activity.
- Chair relevant Adult Support and Protection meetings and conferences in line with local policy and procedures.
- Demonstrate effective systems are in place to maintain records including investigation reports, minutes and protection plans.

#### Suggested Evidence Group D

- Have a strategic understanding of the scope of Adult Support and Protection services across the organisation.
- Work in partnership with a range of key agencies to promote Adult Support and Protection Services.

- Promote the Fife Health and Social Care Partnership's Adult Support and Protection Committee work plan and key priorities.
- Effectively communicates a proactive approach to Adult Support and Protection within your organisation.
- Be able to account for your organisations Adult Support and Protection practice
- Ensure that internal audit systems are robust and meet the requirements for external scrutiny.
- Have a comprehensive knowledge of Care Inspectorate inspection findings and how these will be implemented to support service development in your organisation.
- Be aware of the findings from serious case reviews and any Adult Support and Protection implications for service delivery in your organisation.
- Identify systems and structures in place used to raise awareness of Adult Support and Protection locally.
- 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.