



Safeguarding Children and Vulnerable Adults

Understanding, preventing, reacting – safeguarding **Practical training for front line officers**

Introduction

Safeguarding children and vulnerable adults is everyone's responsibility. Housing providers play a key role in preventing harm but also intervening when concerns have been identified. This is without doubt one of the most complex and demanding issues that front line staff will have to deal with. It is therefore imperative that they receive high quality training that will not only give them the knowledge of what needs to be done, but instill confidence and the values that are needed in this complex area.

This course will be emotive, and contain a blend of case studies, lectures, videos and shared learning sessions.

What the course covers

Government policy and legal requirements

- Care Act 2014 – Housing's responsibility
- The Children's Act 2004 – referring to 'Working together to safeguard children 2015' guidance
- Making Safeguarding Personal Guidance
- Legal responsibilities

Safeguarding Children

- What safeguarding children means
- What to look for (indicators of abuse)
- How to deal with disclosures
- How to make a referral to the relevant agency
- Understanding the terminology – speaking the right language
- Sharing information

- Having confidence to challenge partner agencies
- Local Safeguarding Children's Board

Safeguarding Vulnerable Adults

- What safeguarding adults means
- What to look for (indicators of abuse)
- Dealing with disclosures
- How to make a referral to the relevant agency
- Understanding the terminology – speaking the right language
- Sharing information
- Having confidence to challenge partner agencies
- Local Safeguarding Adults Board

Reflective Practice

- Opportunities to explore past experiences
- Case studies
- Critical friend approach

Effective Policy and Procedure

An interactive quiz which focusses on front line officer's understanding of what should be done and what is done.

This is designed to focus participant's attention on developing a consistent culture of 'safeguarding' no matter which neighbourhood they work in. The idea is to make this session fun and memorable so that officers reflect on the training when they encounter these challenging situations in the future.

Learning outcomes

Officers will gain further knowledge and understanding of their responsibilities in safeguarding children and vulnerable adults. This course also aims to give officers confidence in their approaches to safeguarding including developing skills to manage this complex area.

Key learning outcomes that participants will gain are:

- An understanding of their responsibilities for safeguarding
- A knowledge of the political and legal landscape
- Confidence in managing challenging safeguarding cases
- Refreshing their understanding of the harm centred approach
- New skills in managing sensitive cases, negotiation, support, enforcement, prevention and communication
- A practical knowledge of the procedures in safeguarding
- Understanding the psychology in working with safeguarding issues
- A renewed passion for preventing tragic situations and uplifting their approaches
- Understanding the challenges and opportunities of working with partner agencies
- Questioning their previous experience and adapting new techniques where necessary

Why Capsticks?

Reputation

We have developed a series of high quality training courses designed to have a lasting impact on participants. We have a national reputation in being leaders in our field of both Health and Housing sectors. We have a unique offering of having legal and professional expertise in the health and housing sectors which enables us to develop up to date, thought provoking training which reflects our own professional and legal backgrounds. With 'safeguarding' having a significant reliance on the Health sector, Capsticks is uniquely placed to be able to understand the challenges and solutions for both sectors.

Innovation...

Because we care about what we do, we continue to develop new services and products that assist our clients in the work that they do. We have now developed a new tool called 'CapTrix' which is a web based tool to assist staff in logging safeguarding referrals. CapTrix also has a 'good practice' section which is available to staff to access and will provide a raft of policies, templates, case studies etc. In addition, CapTrix offers a strategic picture of how safeguarding affects your organisation allowing you to target resources in a co-ordinated way, and also highlight areas for improvement. As part of this offering of

training, we would be delighted to offer a 10% discount off the purchase price of CapTrix for any organisation that takes part in the training.

Feedback from previous training sessions about this course:

"Chris was sensational!! He broke the ice so that everyone felt comfortable to participate and he was very engaging. We felt that he was also part of our group as well as a trainer!!"

"Oh Chris was very good indeed - he knew his stuff and had style and charisma! Very good trainer and I learnt so much!"

"Chris was very knowledgeable and passionate and clearly worked on the front line - very engaging - an excellent course, well presented by a knowledgeable trainer"

"The training has had a huge impact, and has given me more confidence"

"This training really made me think – brilliant course!"

What style of training is it?

We use a number of methods to get the best outcomes from the session; this will include lectures, case studies, activities and group sessions. All of our sessions are emotive, fun, relaxed and informal and encourage open discussions to help the learning process. Officers will be encouraged to share their experiences, views and opinions.

Who delivers the training?

Our nationally recognised experts Chris Grose and Paul Dunn have developed a variety of training packages that have proven to enhance participants' knowledge, skills and awareness. Chris and Paul have both worked very closely with the Home Office to help shape the new ASB, Crime and Policing Act and have both worked nationally within the Housing, Local Authority and Policing sectors. They both use their personal experiences of various issues including safeguarding children and vulnerable adults, so have the practical knowledge to share with your organisation as well as learning from and influencing others nationally.

Capsticks

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 @capstickslp

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How much does it cost?

The cost of the Cardiff training course is £159 plus VAT per person.

The cost of the London training course is £189 plus VAT per person

Optional Extra:

10% off CapTrix (Web-based safeguarding and ASB tool)

Contact Chris Grose for a quote



CHRIS GROSE
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asb@capsticks.com

Dates and venues

Tuesday 13 September 2016 (9.30am - 4.30pm)

Alexandra House
307 – 315 Cowbridge Road East
Canton
Cardiff
CF5 1JD

Tuesday 20 September 2016 (9.30am – 4.30pm)

Capsticks London office
1 St George's Road
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To book your place...

Please contact Jo McLachlan:



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