

13. IMPROVEMENT AND TRAINING:

13.1 Improvement:

13.2 Improving the performance and quality of these procedures will be a fundamental aim of all partner agencies and this will be achieved by evaluating and reviewing practice, delivering appropriate training and monitoring the outcomes. By adopting a multi-agency working approach to the process of enhancement, these procedures will continually be upgraded and improved. Amendments and additions to the procedures recommended by the local Area Adult Protection Committees must be considered and endorsed by the South Wales Adult Protection Forum at the earliest opportunity, thus allowing these changes to be converted into good practice through joint training.

13.3 Whilst formal reviews of the policy and guidance is likely to take place every 2 years, the South Wales Adult Protection Forum web site www.swapforum.org will be used to address and update any significant changes in policy and/or guidance.

13.4 Whilst the South Wales Adult Protection Forum will take a lead role in the development of promotional material designed to raise awareness e.g. public interest leaflets, staff information leaflets and posters, it will be the responsibility of all partner agencies to individually promote awareness amongst its own staff and service users through training and other promotional initiatives.

13.5 Training of Staff and Volunteers:

13.6 The South Wales Adult Protection Forum has developed a joint training strategy that encompasses all partner agencies who subscribe to these procedures. Where possible, partner agencies will collaborate in the planning and delivery of training of staff and volunteers involved with vulnerable adults. Training will relate to policy, procedures and professional practices that have been implemented both locally and regionally throughout the South Wales area and will be commensurate with the level of responsibility the staff member/volunteer has in the adult protection process. This will include:

- Basic induction training with respect to awareness that abuse can take place and the duty to report it;
- More detailed awareness training, including training on the recognition of abuse and the responsibilities with respect to the procedures in their particular agency;
- Specialist training for investigators and interviewers (Police, Social Services and nominated Health Professionals);
- Specialist training for managers.

13.7 To facilitate this training requirement, the SWAP Forum recommends that partner agencies adopt the following training model whereby 5 levels of training are proposed:

Level 1	Targeting all individuals who may come into contact with vulnerable adults	Aimed at raising general awareness of the issues around vulnerable adults.
Level 2	Targeting all staff who have direct and regular contact with vulnerable adults.	Aimed at raising general awareness of the issues around vulnerable adults, the potential for abuse, and to develop an understanding of their role and responsibilities in relation to POVA issues, including the completion of VA1 'Referral' form – where appropriate
Level 3	Targeting designated lead managers and staff who have a lead responsibility in the strategic process.	Aimed at developing a broad understanding of: <ul style="list-style-type: none"> • POVA procedures and the referral process • Roles & responsibilities – following receipt of referral or disclosure • Gathering information. • Risk assessment • Rules governing unilateral decision making • Information sharing • Strategic process - when to hold a strategy discussion/meeting, roles and purpose of meeting. • Implications of 'capacity & consent' • Understanding 'Achieving Best Evidence' • Completion of VA2 and other VA documentation
Level 4	Targeting Police Officers, Social Workers and nominated Health professionals who are likely to become involved in investigation stage.	The areas to be covered include: <ul style="list-style-type: none"> • Communication Problems. • The roles of individuals at this stage in the process. • The implications of capacity and consent. • An outline of Civil and Criminal Law as it will influence this stage of the procedures. • 'Achieving Best Evidence' • Interviewing Practice

Level 5	Chief Officers & Strategic Management Staff; Elected members; AAPC Members and any other co-opted professional and/or representative.	<p>Understanding:</p> <ul style="list-style-type: none"> • Procedures and the roles and responsibilities of policy requirements and Inter-Agency working. • Complaints • Review of Serious Cases • Monitoring and Evaluation and Planning • Prevalence • Resources/Funding • Training Issues • SSIW Returns
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13.8 Ideally, the above levels of training will take place in all agencies and within specified time scales. To ensure that procedures are carried out consistently, no staff group should be excluded. Training must also include issues relating to staff safety within a Health and Safety framework. Training will be a continuing responsibility of all partner agencies and should be provided as a rolling programme.

13.9 The SWAP Forum's Training sub-group will retain overall responsibility for the strategic development of inter-agency Adult Protection training.