



DUMFRIES & GALLOWAY PUBLIC PROTECTION COMMITTEE



Public Protection Learning and Development Strategy

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Introduction

This multi-agency Public Protection Learning and Development Strategy sets out the framework and approach to delivering our multi-agency learning and development opportunities for all practitioners and managers, across all agencies and Third Sector within Dumfries and Galloway.

This strategy does not replace any existing single service and/or agency learning and development strategies. On the contrary, it aims to complement and support them. This strategy aims at delivering a more competent and confident workforce and ultimately to deliver better outcomes to our vulnerable children and adults across Dumfries & Galloway.

This strategy provides a strategic overview of our collective approach to multi-agency public protection learning and development across Dumfries and Galloway and is in line with and supports the following:

- GIRFEC Framework
- National Framework of Child Protection Learning and Development in Scotland 2012
- Common Core of Skills, Knowledge and Understanding and Values for the 'Children's Workforce' in Scotland 2012
- National guidance for child protection in Scotland 2021
- Adult Support and Protection (Scotland) Act 2007 and related Code of Practice (2022)
- West of Scotland Inter-Agency Adult Support and Protection Practice Guidance 2019
- Equally Safe: Scotland's Strategy for preventing and eradicating violence against women and girls.
- Child protection learning and development 2024: national framework

Governance

This strategy was developed by the Public Protection Learning & Development Sub Committee of the Public Protection Committee (PPC) and has been ratified by PPC. The PP Learning & Development Sub Committee will report directly to PPC on the implementation of this strategy and the PPC, in turn, will report directly to Dumfries and Galloway Chief Officer Group.

Strategic Aims

The aims of this strategy across Dumfries and Galloway are as follows:

- To provide a strategic framework, common understanding and collective approach to multi-agency public protection learning and development opportunities
- To develop a competent and confident workforce by the provision of multi-agency public protection learning and development opportunities that complement existing single agency public protection staff development provisions
- To ensure that all workers have the necessary core competences, key knowledge, skills and values to deliver a consistently high standard of support to vulnerable children and adults



- To provide good quality, evidence-based, multi-agency public protection learning and development opportunities which are robust, fit for purpose, highly evaluated and regularly quality assured.

Individual and Single Agency Responsibilities

Across Dumfries and Galloway, all services and/or agencies in the public, private and third sectors remain responsible for the induction, learning and continuous professional development of their staff. This is particularly relevant for all staff or volunteers who work directly with children and families. This remains a single service and/or agency responsibility and this strategy complements, but does not, replace that requirement.

On an individual basis, staff and volunteers are responsible for engaging in the relevant development opportunities available to them and raising any gaps in their knowledge, skills or understanding with their line manager.

All employers and employees are jointly responsible for meeting the requirements of their respective professional governing bodies, e.g. SSSC (Scottish Social Services Council), GTCS (General Teaching Council for Scotland), NMC (Nursing and Midwifery Council).

While we recognise that our services and staff are under great pressure, it is important that learning and development is prioritised as this should result in greater service efficiency and better outcomes for those who we support and protect. Managers should where possible offer staff protected time to attend multiagency training.

In order to support this, managers will be alerted to their staff member booking onto multiagency training to encourage the balance of protected learning time and service needs.

Role of the Public Protection Learning and Development Sub Committee

The multi-agency Public Protection Learning and Development Sub Committee role is to plan, agree and disseminate across relevant departments and agencies, an annual programme of multi-agency public protection learning and development activities. The Sub Committee will ensure that lessons learned from relevant reports, inquiries, legislative changes or research, directly inform workforce public protection learning and development activity across Dumfries and Galloway.

The objectives of the Public Protection Learning and Development Sub Committee are to:

- Ensure that all staff have the skills, confidence and competence to respond to protection concerns via the provision of high-quality multi-agency learning and development opportunities.
- Prioritise and monitor the effectiveness of multi-agency training across Child Protection, Adult Protection and Domestic Abuse and Violence Against Women.
- Review the implementation of the Public Protection learning and development strategy to ensure it is fit for purpose considering current need.



Training Approach

How do we agree priorities?

The Public Protection Learning & Development Sub Committee has responsibility for identifying priorities across the public protection arena going forward. Priorities will be developed following analysis of the following sources of information and requirements -

- The Public Protection Partnership Strategic Plan 2024 -2027
- findings from Learning Reviews
- outcomes from inspection and quality assurance activities,
- statutory responsibilities,
- changes in legislation,
- national and local developments including the implementation of new tools and approaches,
- review of policy/procedures; and

Once priorities have been identified by the L&D Sub Committee, the Public Protection Committee will agree these. The L&D Sub Committee then will develop a range of learning and development opportunities to meet the needs identified and deliver on the priorities.

Delivery of training

To maximise accessibility and effectiveness Dumfries and Galloway have adopted the undernoted approaches when delivering public protection learning and development opportunities:

- E-Learning courses – these are available to all staff including external partners on request. E-learning courses typically cover basic information and are targeted at the general contact workforce level.
- Directly delivered training courses. These can be full day or part day events, delivered in person and/or online. Accessible venues are used and events are delivered in a range of venues across the region to facilitate staff attendance. A multi-agency learning and development calendar of these events is produced on an annual basis. Events take place across the year but cognisance is taken of school holidays and the most appropriate days for staff attendance.
- Bespoke training - in some circumstances additional bespoke training is delivered in response to opportunities or any issues identified.

The directly delivered training courses are predominantly delivered in-house using existing staff to ensure value for money. This also provides the opportunity to extend and develop staff skills for those involved in the delivery of training. This development opportunity is offered to a range of staff across a variety of agencies.

Large multi-agency training events are delivered by a team of multi-agency trainers to allow the needs of all those attending to be most effectively met. We seek to ensure that a bank of



available trainers is maintained in order to build in capacity, contingency and future proofing our inhouse training expertise.

All training courses are reviewed on a planned basis, and in response to findings from evaluation and feedback from those delivering.



Workforce Groups

The workforce categories of Wider, General, Specific, and Intensive, as outlined in the National Framework for Child Protection Learning & Development 2023 have been incorporated into this public protection strategy and provides the framework around which the multi-agency training approach will be developed.

Wider Workforce

Everybody, regardless of role and remit, where they do not fit into any of the following professional groups or workforces below. Requirement is at least a minimum baseline awareness of core messages about public protection i.e. Recognise risk or harm when they see it and respond by sharing their concerns with others whose job it is to follow up concerns.

General Workforce

Those who as part of their job are likely to come into contact with children, young people, other family members and vulnerable adults. These workers need to have the confidence and awareness to recognise when a child, young person or vulnerable adult may be in need of protection and how to respond.

There are basic awareness raising courses provided at this level, intended for all staff to offer workers information that will give them an understanding of the basic principles in child and adult protection and wider public protection, including their roles and responsibility in recognising signs of abuse and to give confidence to their decision making, reporting concerns and how to do this.

Examples of this workforce group roles can be found in Appendix 1

Specific Workforce

Those who carry out direct work with vulnerable adults, children, young people and/or other family members; and/or form more in-depth relationships with them; and/or provide specific services to them. Contact may take place in the home or another setting such as community facility, school or office.

Training for this workforce group who need to know more about legal and practice principles and their own responsibilities and the roles of the statutory agencies in public protection processes, including, where appropriate, risk assessment and information sharing.

Examples of this workforce group roles can be found in Appendix 1

Intensive Workforce

Those who have specific designated responsibility for people who may be in need of protection as part of their role. These workers require the competences, knowledge and skills associated with the general and specific contact workforce but also need additional competencies, knowledge and skills to carry out their tasks. Training for this workforce group who have an intrinsic role in investigation, risk assessment, prevention and recovery from abuse. This level of training may be provided for targeted staff groups, e.g. police and social workers undertaking investigative interviews and/or comprehensive assessments. Staff who require a deep understanding of legal and practice principles, information sharing, chronologies and includes training to undertake the legislative defined role of Council Officer in Adult Support & Protection Investigations.

Example of this workforce group roles can be found in Appendix 1



Tiered approach

Multi-agency public protection learning and development programme offers different levels of training and, where relevant, it is recommended that staff complete training at one level before moving onto the next. Following the completion of appropriate level(s) of single-agency training, managers and staff in all agencies including the voluntary sector are supported and encouraged to progress to multi-agency training according to their professional development and training needs, roles and responsibilities.

Access to Training Courses

The annual multi-agency public protection calendar provides learning and development opportunities which are open to staff from across all statutory, private and third sector agencies. We classify training according to the 4 levels of workgroups as identified by the National Framework for Child Protection Learning & Development 2023. This serves as a guide only and we give ourselves the right to change recommended workforce level if applicable. No advice given to us should take the place of the advice directly from a staff members single agency and Line Manager.

Staff are required to discuss their learning and development needs with their line managers using whatever structure is pertinent to their individual agency. The training courses identified to address the learning and development needs should then be accessed through completion of the relevant application / booking forms. Any applications for multi-agency training courses from staff must be approved by their line manager when submitted.

If a member of staff who has applied for a course can no longer attend, then a notification of cancellation of their place should be made as far in advance as possible and in agreement with their line manager.

All services and agencies have committed to the release of trainers to ensure that multi-agency courses can be delivered, therefore, staff who apply for courses and then subsequently do not attend should be aware that their line manager will be notified of their non-attendance. This supports reporting to the Learning and Development Subcommittee and the Public Protection Committee in order to understand the barriers to accessing multiagency training and ultimately to attain 100 percent attendance.

Other Opportunities

The e-Learning and multi-agency direct delivery of courses are not the only opportunities available to staff. There may also be one off conferences or events throughout the year.

The L&D Sub Committee are also committed after relevant research to develop other learning and development approaches in the future, such as Action Learning Sets, Practitioner Forums and on demand training.



Opportunities to gain post-graduate qualifications for individuals may also be available within your service and you should ask your line manager for more information. Examples of these qualifications include PQ in Leadership and Management, PQ in Child Welfare and Protection, and PQ in Adult Services, Support and Protection.



Evaluation and Quality Assurance

The evaluation of courses will include methodologies which are both quantitative and qualitative and will include assessment of both immediate and long-term impact of the training. Although evaluation criteria will vary between activities, the overall aim will be to ensure the training provided:

- Meets the individual's audited training needs
- Is relevant to their role and responsibilities
- Achieves course aims; and
- Increases knowledge and skills.

Efforts will be made to gauge both immediate reaction of the trainees to the overall quality of the training and the impact of training on staff practice.

Prior to a nomination being made, applicants must ensure the course is appropriate for their needs in consultation with their line manager as this forms part of the evaluation. For all training opportunities a post training evaluation on the day will measure the following:

- Whether the individual's audited training needs have been met
- Whether course aims have been met
- Relevance to their role and responsibilities
- Knowledge/skills resulting from the training
- The immediate reaction of delegates to the overall quality of the training

These will be analysed and reviewed regularly to monitor course content and usefulness of materials for future practice. These evaluation forms also provide statistical information on particular issues such as attendance and take up rates.

We may contact delegates and/or their line managers after a longer period of time following training, perhaps 3 to 6 months, to ask questions regarding the training to try and establish impact on practice. Surveys may also be used to evaluate the effectiveness and impact on practice of training.

More detailed analysis of the impact of training using quality assurance through practice audits and focus groups will be undertaken by the Public Protection Performance Quality & Improvement Sub Committee.



Data Protection

Personal information provided by applications when applying for multi-agency public protection learning and opportunities will be used by the Public Protection Learning & Development Sub Committee to register and process applications and quality assure learning and development opportunities. All personal information will be deleted after 12 months from our records /database on completion and evaluation of the Annual Multi-Agency Public Protection Learning and Development programme.

Personal information will be retained and stored securely in strict compliance of the General Data Protection Regulation (GDPR) and The Data Protection Act 2018.

Where appropriate, information may be shared with partner organisations; groups; service representative; internal and external training facilitators and Line Managers – but only for the purposes of processing, delivering and quality assuring learning and development courses and ensuring the wellbeing and protection of vulnerable children and adults.

Dumfries and Galloway Council may check information provided by you, or information about you provided by a third party, with other information held by Dumfries and Galloway Council. Dumfries and Galloway Council may also get information from certain third parties or share personal information with them in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law.

Reporting

Monthly reports on all learning and development activity will be presented to the Public Protection Learning and Development Sub Committee, the Public Protection Committee and to Senior Service Managers. This will include quantitative information, qualitative information and staff coverage by course. This will provide reassurance about the implementation of the strategy and competence and skills of staff working in the public protection arena. This reporting will also assist service managers to feed into the priorities for learning and development in the future and to ensure that the targeted staff are undertaking the appropriate training.



Appendix 1

Workforce Groups

General Workforce

Examples of this workforce group include:

Home care, support and housing staff, day care and care home staff, hospital and community nurses, allied health professionals, police constables, advice workers, criminal justice and children/family services staff, national and local advocacy staff, Scottish Fire and Rescue Service staff, benefits agency staff, appropriate college/university teaching staff, conference minute takers services for communities staff such as workers in sports and supervisory staff across all groups.

Specific Workforce

Examples of this workforce group include:

GPs, Health Visitors, Midwives, mental health workers, therapeutic services, family and adult support workers, some education staff and this may include teachers and early years staff, youth support workers, drug and alcohol workers, domestic abuse workers, services for communities, community safety workers and some police officers such as those attached to Public Protection Units or are uniform officers with specific contact with vulnerable adults, children and young people within the community.

Intensive Workforce

Examples of this workforce group include:

Specialist workers, managers and supervisors in all agencies such as health visitors, midwives, GPs, designated workers with a specific responsibility for child protection and/or adult protection, which would include teaching staff with this level of responsibility, some police officers such as those attached to Public Protection Units, Criminal Justice workers, children and families services, adult social work services, workers in services where child protection and/or adult protection investigations are undertake