



Safeguarding Adults Board Training Officer Report 2024 - 2025



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Safeguarding Adults Board
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Year ending March 2025

Overview

As in previous years, the focus on training continues to be on those providing care and support for adults at risk in Cheshire East. Challenges continue to face the industry that include recruitment and retention of staff.

Despite these, and because of these challenges, the training is continuing at a pace, and more staff are being supported to understand the safeguarding requirements of their role, increase their understanding of their role and responsibilities in their roles and to look at the wider element of safeguarding affecting everybody today. The message is strong about '**Safeguarding is everybody's responsibility**'.

The training is now a well-established part of the services provided by the Safeguarding Adults Board (SAB) and continues to develop with need. We continue to **work together** with people and organisations to **prevent and stop** both the risk and experience of abuse and neglect (Care Act 2014). Providers state how they value the opportunity of a face-to-face training opportunity.

In previous years, the SAB has collaborated with Cheshire East Licensing Team to raise drivers' awareness of safeguarding matters, this has continued into the 24-25 training year; numbers are now decreasing, as this project has reached most drivers, but will continue to be offered into the following year. This will catch anyone who hasn't received the training and will also support those new drivers coming into their service.

As advised in last year's report, the SAB has **worked collaboratively with other Cheshire East service providers**, such as the Registrars Service and Environmental Protection Team, to deliver bespoke training to their staff.

Deprivation of Liberty (DoLS) training has been delivered in collaboration with the DoLS team manager and is continuing into the next year.

Safeguarding Adults at Risk: Enhancing Response to Domestic Abuse and Sexual Violence training, has gone from strength to strength; this multi-agency training has seen participants from health, the police, the prison sector, general practitioners, social care and faith organisations participating in a joint 3-hour workshop. The training is delivered together with a colleague from Macclesfield Hospital who is an Independent Domestic Violence Advocate (IDVA).

Care Concern training continues online monthly. The Care Concern process is where providers can respond to incidents of poor-quality care without the need to initiate a safeguarding concern. The training supports the recognition and difference of those low-level concerns or the need to report to our safeguarding team.

As reported last year, the biggest challenge for the SAB training officer role is that of funding. It is a challenging time for all Local Authority Services, budgets are being stretched, and we are having to look at ways of working differently. Fortunately, in February of this year, we were able to once again receive funding from the Lifelong Learning Fund, however this continues as a year-to-year arrangement, and whilst this continues until February 2026, future funding is required, and a more permanent source continues to be sought.

The SAB Development Day in January of 2025, acknowledged the importance of continuing with the face-to-face training delivery with a need to develop and offer online training that tackles the important issues that are raised through reporting and intelligence.

Breakdown of Training Figures

Care Providers and others	DA and Sexual Violence	Licensed Drivers	Care Concerns	DoLS
1199	35	91	226	47
Total number of individuals trained in 2024-2025			1598	

These overall figures differ from last year in that there is a drop, however a reason for this is the closing stages of the Licensed Driver training, where we are just reaching those who have not yet had the opportunity to train (along with any newcomers). Another impact on figures has been the staffing in care provisions; the groups are having to be smaller due to staffing levels.

Despite this, there continues to be a robust number of people trained via the Safeguarding Adults Board and the training is focussed on offering and delivering training to those in the care sector. **The SAB continues to recognise that there are risks to some of our most vulnerable members of our community both in their own homes and in care settings.**

Raising awareness is key to ensuring that the SAB continues with its commitment and **statutory duty** to work together to keep adults, particularly those who are more at risk, safe from the possibility of abuse, harm or exploitation. We also keep Making Safeguarding Personal at the heart of everything we do.

Collaboration is also key to what we do; information is shared via meetings, to identify needs which means some of the trainings are also completed collaboratively with specialists in their field.

Impact of learning identified by individual learners

We continue as a training provider, to look at the relevance of the training; to offer bespoke training. An important part of measuring this is to gather impact information from those individuals trained alongside longer-term impact observations from their employers.

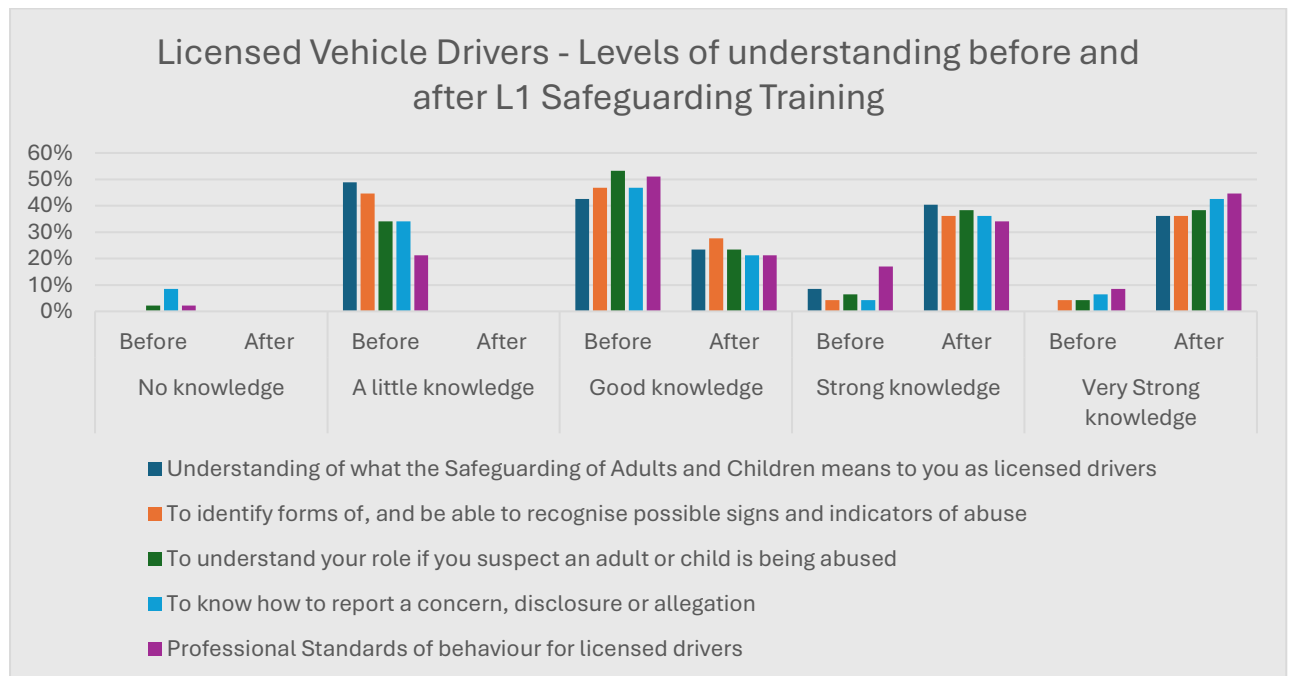
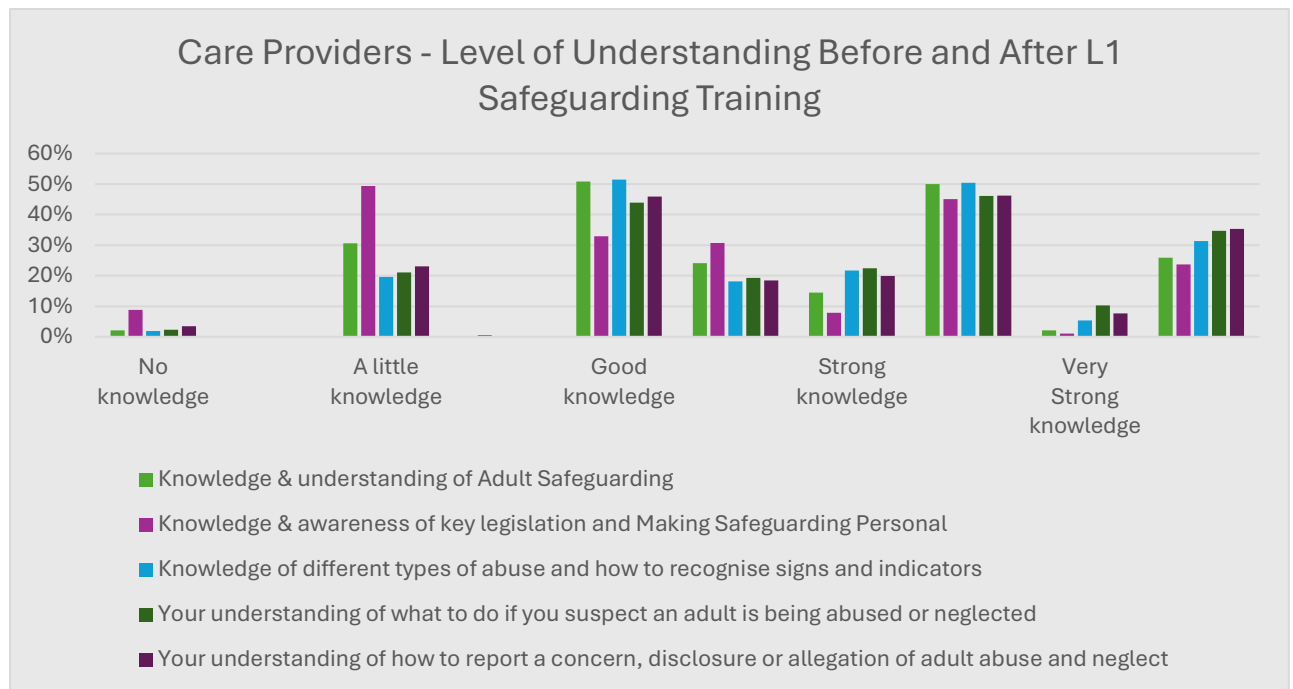
Firstly, there is a **response questionnaire of learning on the day of the training** for everyone. There is also an **annual survey to provider managers**, to look at long term impact. Further on in the report is a comprehensive assessment of the feedback from managers.

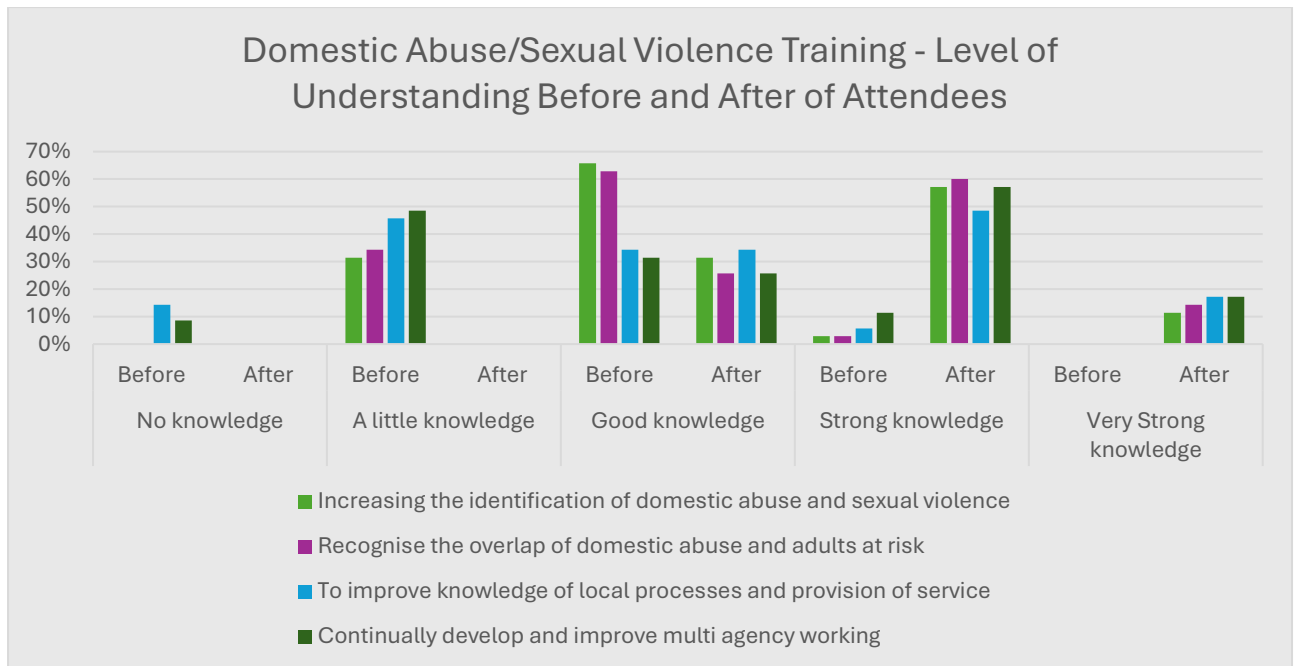
Participants responses are received on the day of the training. They are asked to rate their knowledge levels from 'no knowledge' through to 'very strong knowledge' on each of the learning objectives for that session.

Participants are asked to complete this information before the training session and at the end of the training session. They are then asked to provide information on what they have learned during the training session.

You can see from the following 3 graphs, that all those attending training sessions, as would be expected, reported an increase in their knowledge before and after the session. It is really pleasing and important to note that nobody has reported having 'little knowledge' after any of the trainings, **this indicates that learning has taken place.**

Immediate impact results





Some comments received from learners – ‘what have you learnt today that you will take away from this session and use in your role?’

‘Useful discussing study cases with other agencies. Videos gave me a really good insight what goes on behind closed doors - how Domestic Violence looks like. Will share older people supplementary form out to the team - useful questions’

‘It was a useful to review the Living Well page in Cheshire East and I will certainly be giving myself time to go through the different pages. It was also thought provoking to consider the case studies and in this practical work has been beneficial. The course has increased knowledge and skill. Thank you both for a good start to the week’

‘As a care assistant, it is my responsibility to protect the vulnerable adults. It is my obligation to report anything that is unusual, abusive or neglect. I don’t have to be afraid to report anything unusual. I must know the signs of abuse to take the good action at the right time’

‘To do my job to the best of my ability through training and best practice - to document events properly and seek advice if help is needed’

‘I have learned about adult safeguarding, key legislation and different types of abuse and how to recognise it if I suspect anything. This session has really helped me know how to raise a concern’

‘We should respect all. The resident or vulnerable person, they are all vulnerable and we don’t know what they have been through in their past. Also, different types of abuse and Making Safeguarding Personal’

‘Very informative. I have learnt the definition of safeguarding and its principles. The recognised forms of abuse. I have also learnt more about our own reporting system for our organisation. My knowledge has definitely improved because of this training’

Impact assessment carried out with managers of services trained in safeguarding over the year

We are pleased with the response rate and with the content of the responses. We will use the learning from this questionnaire to develop our Level 1 training offer and to consider and develop other training that we can offer.

Out of the questionnaires that were sent to managers, there was a positive **82% response rate**.

The purpose of the survey questionnaire is to establish the impact and skill building that the training provides to **those services in Cheshire East who work in partnership with the Local Authority**, who in turn provide valuable **care and support needs for some of our most vulnerable members of society**. We have a commitment to provide training that is relevant, up to date and engaging for those who attend, putting safeguarding at the forefront of their minds.

If we look at the overall responses, this is a very positive report on the impact of the training delivery that is currently offered. There were no negative responses provided. We do, however, need to scrutinise the responses objectively, and as well as building on the positive, act upon any feedback also provided where we could improve.

Question 1 and Question 2 (about expectation and needs) elicited a 100% positive response. Some of the respondents have had previous training provided by Cheshire East Safeguarding Adults Board, and as a result have engaged with training for more of their staff.

Question 3 (about engagement) again elicited a very positive response, with all respondents saying that the training was very engaging or fairly engaging. The training is delivered using a PowerPoint presentation, a 'quiz' throughout the session and discussion encouraged, this enables everyone to be able to take part and contribute. By using these techniques, we would hope to encourage more people to feel engaged.

Question 4 (about knowledge gained) provided another positive response, with only 1 person saying that they were unsure if the training increased knowledge and skills in their staff.

Question 5 (about positive impact on services) It was pleasing to see that nobody responded with no to these questions, however 15% felt unable to gauge the impact at the time of answering the questionnaire. Comments here showed that it had built confidence, that it was difficult to ascertain due to not being in direct contact with the learners daily (licensed drivers) and 5% chose to comment with 'not applicable'.

The following pages show the information in more detail, with questions asked and comments received to each of the 5 questions.

Question 1 - Overall did the training meet your expectations?



100% of respondents said YES

Some Comments received:

- All staff have said how informative the training was.
- Because this training is the perfect way to ensure that my company/staff have the skills that they need to be able to provide a service that protects people.
- It has been great to have the trainer on board who offers a real insight into the subject from a local authority perspective.
- The training met all expectations for new staff to the service and for existing staff for a great refresher.
- Was great, real hands-on training that brought safeguarding to life.
- The training addressed most of the questions I had and introduced new ideas on how to handle various situations.
- Met and exceeded expectations, presentation was well delivered and learned a lot throughout the session.
- The training was incredibly informative, and I found the trainer to be very friendly and responsive to the teams' questions.
- It was clear and concise delivered with good working examples applicable to the role I work in.
- The training was very clear and understandable. We were all given the chance to interact with the group. All carers were feeling more knowledgeable after the training.
- Very easy to understand and delivered in a way the whole team could be involved.

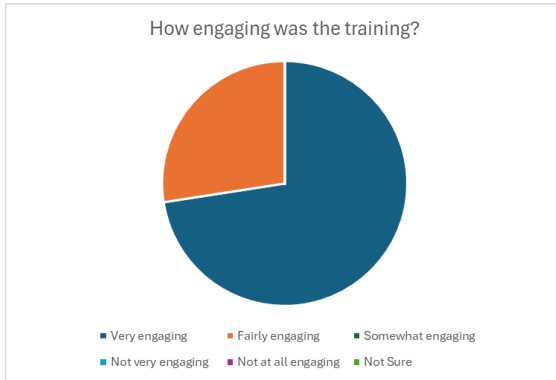
Question 2 – Overall, did the training meet your needs?

100% of respondents said YES

Some Comments received:

- Carers have given good feedback and are confident with raising safeguarding concerns and recognising signs of neglect and abuse.
- This course is additional to our mandatory safeguarding training which allows learners to explore the subject further.
- It gave participants the opportunity to gain new knowledge and processes for identifying what is and isn't a safeguarding concern.
- Our needs were met as the face-to-face training and opportunity for discussions gave staff the chance to further develop their knowledge on the subject.
- The training has effectively addressed both my individual needs and those of my team by providing us with essential skills, knowledge, and a heightened sense of confidence, all of which we now bring into our professional roles. By focusing on key areas such as legal frameworks, reporting protocols, and professional accountability, it has ensured that, as care professionals, we are fully equipped to competently safeguard the vulnerable individuals in our care.
- We had several new starters that attended the session, some who were new to care completely. After speaking with them, they all learned something in the session, and all found it very beneficial. I feel that it increased their understanding which was our aim when we booked the session.
- Gave staff an insight that in house training may not have given.
- I feel it is always useful to refresh your knowledge.





Question 3 - How engaging was the training?

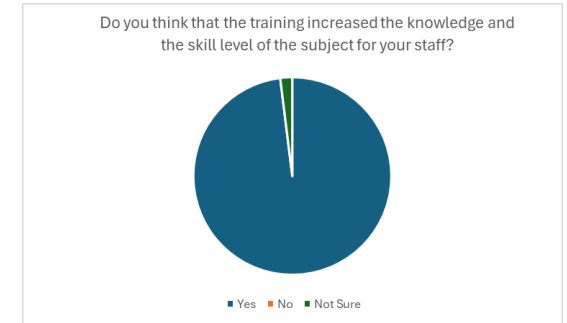
73% of respondents said VERY ENGAGING
27% said FAIRLY ENGAGING

Some comments received:

- Delivery was pitched to accommodate all departments, staff found it easy to follow and understand.
- Everyone was given a chance to answer questions give scenarios and never felt unsure of doing this.
- Felt as if we had met many times before as the trainer made us all relaxed even when talking about safeguarding, which is not an easy task.
- Safeguarding is a difficult subject for some people to approach due to their own past experiences etc. This can make it a little more difficult for everyone to fully engage.
The trainer is very experienced and handles these situations in a supportive manner
- The training gave delegates the opportunity to consider how the issues around safeguarding affect them and the impact it has on their working day, as they are dealing with potentially vulnerable children and adults daily.
- Kept staff attention, not too long or short, brief enough to guide on key points.
- The presentation was well structured, and the delivery was interactive making it easy to follow and understand the key points.
- The trainer keeps the sessions engaging by asking questions and having a quiz. The content is engaging.

Question 4 - Do you think that this training increased the knowledge and skill level of the subject for your staff?

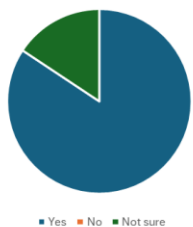
98% of respondents said YES
2% said NOT SURE



Some Comments received:

- Staff feel more confident regarding safeguarding now they have had face to face training.
- The training can help our staff understand the official procedures they are expected to follow when a safeguarding concern arises.
- The staff has expressed they feel more confident following the safeguarding training.
- Our staff complete safeguarding e-learning. To have a face-to-face training session was helpful as they were able to ask any questions and have them answered straight away.
- We always need to be reminded of what the process is and who meets safeguarding needs.
- Staff have a clearer understanding around safeguarding and the importance of documentation and reporting.
- It is very important to stay up to date with Safeguarding
- Staff came away from the training with a good knowledge of what is required from them and whom they are to contact in time of need.
- The training increased knowledge, allowed for discussions or questions.
- Hearing staff talk and realising why things must be done in certain ways and our responsibility and accountability toward the people we support but also in wider aspects of life.
- Carers felt they learnt what to look out for. Carers felt empowered with knowledge

Have you seen a positive impact of the training on those that attended, since the training?



Question 5 - Have you seen a positive impact of the training on those that attended, since it was delivered?

84% of respondents said YES
15% of respondents said NOT SURE

and supportive, it has really made them want to attend more, which I feel is a very positive thing.

Respondents were also asked to make further suggestions for future training courses that they felt would benefit their organisation

This question brought fewer responses; however, those that did not say 'no' or did not answer this question said the following:

Some comments received:

- Staff are more aware of what to look out for and have also spoken to other staff not able to attend on the day.
- Staff can recognize signs that a vulnerable individual is being abused, exploited, neglected, or mistreated.
- The team feel more confident to discuss if something is a safeguarding and raise areas that could potentially be.
- Licence holders are not employed by Cheshire East Council and therefore, there is no way of measuring the impact of the training.
- No issues have currently been raised.
- Staff more open with seniors/management, staff encouraging others in the service to be open and honest and staff challenging each other as they all have a duty of care to people using the service.
- During supervision, staff display a positive knowledge of safeguarding.
- Staff putting into practice what they have learned.
- The training likely had a positive impact on those who attended. It increased knowledge but also built confidence in applying safeguarding practices.
- Staff have been more engaging with safeguarding conversations following the training.
- I think that the confidence of the staff members that attended has increased and many of them have asked for further training in other subjects to build their confidence and knowledge. I think that the face-to-face training was a little daunting for some of them, especially our overseas staff but since attending and with the trainer being so lovely

Suggestions for further training courses
Challenging behaviour and dementia training which we have sourced from the end-of-life partnership
Keep providing the training I find it a great resource to access
Level 2 and 3 face to face training being offered in EC for adults and children.
A follow-up training session, along with Level 2 training on safeguarding, will be beneficial for the team.
Similar training to be delivered to holders of other licences e.g. Licences issued under the Licensing Act 2003.
Confidentiality, Positive risk taking, conversations with vulnerable people/communicating with children/young people.
For future training, I would recommend focusing specifically on disability safeguarding. This could include understanding the unique risks and challenges faced by individuals with disabilities, recognising signs of abuse or neglect in this context, and developing appropriate interventions. The training could also cover best practices for communication, creating inclusive environments, and understanding legal protections for disabled individuals.

Other news and moving forwards

Another busy year for the Safeguarding Adults Board



- November 2024, The SAB ran their annual **Adult Safeguarding Week** with colleagues and partners from across Cheshire East taking part in sessions which covered topics including hoarding, domestic abuse in later life, trauma informed practice and self-harm. An additional part of the calendar of events was a community and safeguarding questionnaire. Cheshire East residents were asked how safe they felt in their local area, their awareness of safeguarding and how they would report concerns about an adult in Cheshire East.
- In January 2025 the SAB met for a Development Session. During this session it was noted the contribution made to Quality Assurance and partner agencies via the training officer role. There was a discussion around looking at ways to develop the training programme with focus to enable us to provide an online training suite, that people could access on different subjects. This will be an ongoing area for development by the training officer.
- As part of the developments for the training officer, the web pages of the SAB have an updated 'development and training' tab, that is being refreshed regularly and contains additional resources made by the MCA/DoLS team with further links for training resources via external agencies.
- In February, the SAB joined in with the Safeguarding Children's Partnership in Cheshire East at their tabletop event during their learning week. This was a great chance to catch up with other agencies and to discuss the work that the SAB are doing to offer support.
- Trainings for the Registrars service in Cheshire East, alongside collaboration with Cheshire East DoLS (deprivation of liberties) manager were conducted. This involved focusing on abuse, forced marriage and mental capacity.
- Also, in collaboration with the DoLS manager, has been some sessions for Care Providers regarding the DoLS process in Cheshire East, this was as a direct result of requests from Care Providers for an increased understanding.
- 'Business as usual' trainings, to carry on into the coming year include:
 - Level 1 Safeguarding Training to those who work with or volunteer with adults at risk in Cheshire East. This includes statutory and non-statutory partners.
 - Care concern training
 - DoLS process training
 - Licensed Driver training (reduced numbers due to an extensive amount already trained)