

Rotherham MBC trains 1,500 staff on Safeguarding Adults

Rotherham MBC has delivered over 478 hours of Safeguarding Adults training to 1,500 officers in just 3 months. This case study details how such impressive statistics were achieved.

How have so many officers been trained so quickly?

Rotherham MBC created a 25 minute long e-learning course and, using a Learning Pool DLE, is rolling it out to staff and monitoring uptake.

Together with a subject matter expert, Rotherham's Jean Tracey produced the course in just one day by re-purposing an existing Safeguarding Adults e-learning course previously produced by another Learning Pool subscriber.

Because Rotherham MBC is also a Learning Pool subscriber it was able to select a course from over 150 available in the Learning Pool catalogue and then, using the Learning Pool Authoring Tool, download it and make editorial changes to the course as appropriate.

This approach to creating e-learning is highly efficient and, compared to a typical classroom training course, has saved the council an estimated £35,000¹.

What was the driver for creating the e-learning?

All Neighbourhood and Adult Services staff must receive adult safeguarding training to raise the level of vigilance in adult protection by March 2009. This is a priority action detailed in the Directorate's Service Plan 2008-2011.

Safeguarding is everyone's responsibility and is an important part of the NAS Directorate's approach to making 'Every Contact Count' with customers. An e-learning package that is mandatory for the entire NAS workforce strongly reinforces this responsibility and approach.

The e-learning module is just one way in which Rotherham is strengthening its training provision for the workforce linked to the bronze, silver, gold, and platinum training packages and standards.

What feedback have you had from learners so far?

Learners and managers have been positive about the e-learning, here are some quotes:

"All members of the Carers mental health team have completed this [Safeguarding Adults module]. As a team we considered the exercise was very helpful." Carers Mental Health team

"As staff are at the forefront of service quality testing and customer service excellence, this safeguarding training has provided the whole team with a fantastic learning curve which has brought home the importance of what we do and why we do it, and more importantly, how we can re-shape our particular service to enhance our safeguarding role. We have come away in the knowledge that is not just a social workers responsibility; we all have a role inside and outside of work to safeguard adults in Rotherham." Service Quality team

¹ *based on calculations from the Learning Pool ROI calculator

"This is the first time that all our team has carried out e-learning and given the quality of the content of the module and discussions within the team we already know that the key learning messages have been grasped and will be used."

Housing and Neighbourhoods Department

"All staff in the Safeguarding Adults Team have completed the Safeguarding Adults e-learning module and, as a staff team, we found this exercise extremely useful and beneficial. The team are at the forefront of providing support and protection to some of our most vulnerable customers.

The training provided the whole team with an excellent refresher on Safeguarding Adults and enabled us to reflect on what we do and why we do it. The responsibility of protecting vulnerable adults is not one person or one team's responsibility, it's everyone's responsibility and the e-learning has enabled everyone across the whole council to be aware of this." Safeguarding Team

How many learners have been trained so far?

Over 1,500 members of staff have taken the course to date, which equates to nearly 70% of the NAS Directorate. The council's Safeguarding Board has aspirations to roll out the e-learning to Rotherham MBC staff plus partner organisations, from NHS Rotherham, Partner Agencies and Independent Sector Social Care Organisations.

How did learners fit in the e-learning in with their normal day job?

The e-learning module is for the entire NAS workforce and its introduction demonstrates the NAS Directors' commitment to safeguarding adults across Rotherham and that safeguarding is everyone's responsibility.

Staff can access the e-learning system at their work computer at a time convenient to them between visits, meetings, and desk work. Off-site sessions are also available for staff without access to computers and sweeper sessions were put in place for those still to complete the training. All staff were allowed paid-time to complete this important e-learning module.

What is the best thing about the e-learning?

The training is accessible on day one of employment for any new starter to the Directorate; there is no need to wait until the next half-day basic awareness face to face course is running to commence safeguarding adults training.

The module can also be studied at the learners own pace, at a time to suit them around other work commitments, and is user friendly and fun to do.