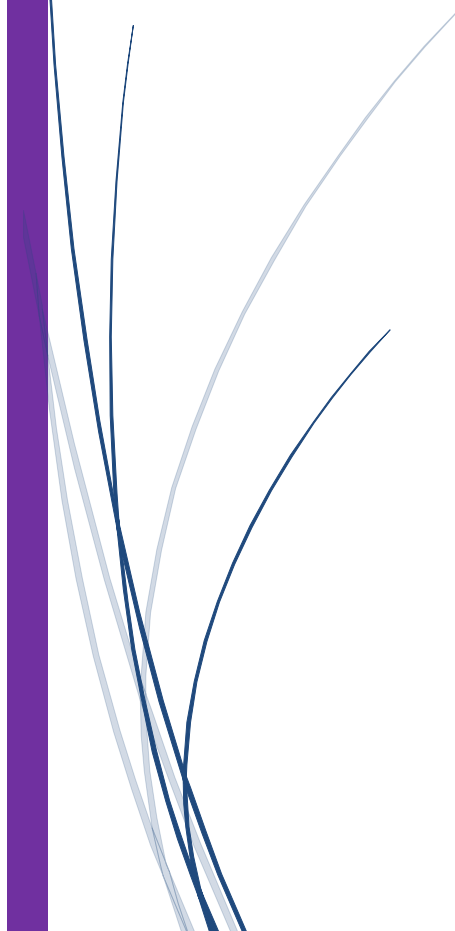




North Lanarkshire
Adult Protection
Committee

Multi-Agency Adult Support and protection - Workforce Learning & Development Programme 2025

North Lanarkshire Adult Protection Committee



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INTRODUCTION

North Lanarkshire Adult Protection Committee (APC) has worked with partners to offer this workforce learning and development programme for 2025.

The North Lanarkshire Adult Protection Committee are committed to support best practice across all agencies involved in Adult Support and Protection process and by doing so it is hoped that:

Adults who experience or are at risk of harm are safer as a result of the support, protection and services they receive.

Achieving this requires a workforce that works together across organisational boundaries to significantly improve wellbeing and outcomes for adults at risk of harm in North Lanarkshire. We therefore need a flexible, competent, and confident multi-agency workforce supported by learning and development opportunities. This programme is a key component in making this vision a reality.

WHO IS THIS WORKFORCE LEARNING AND DEVELOPMENT PROGRAMME FOR?

We all have a shared responsibility to support adult at risk of harm in North Lanarkshire. The APC are supporting multi-agency learning as there is a recognised benefits of learning together, sharing practice issues and effective networking, which contribute positively to the development of multi-agency working and ensuring that adult at risk of harm is as safe and protected as they can be.

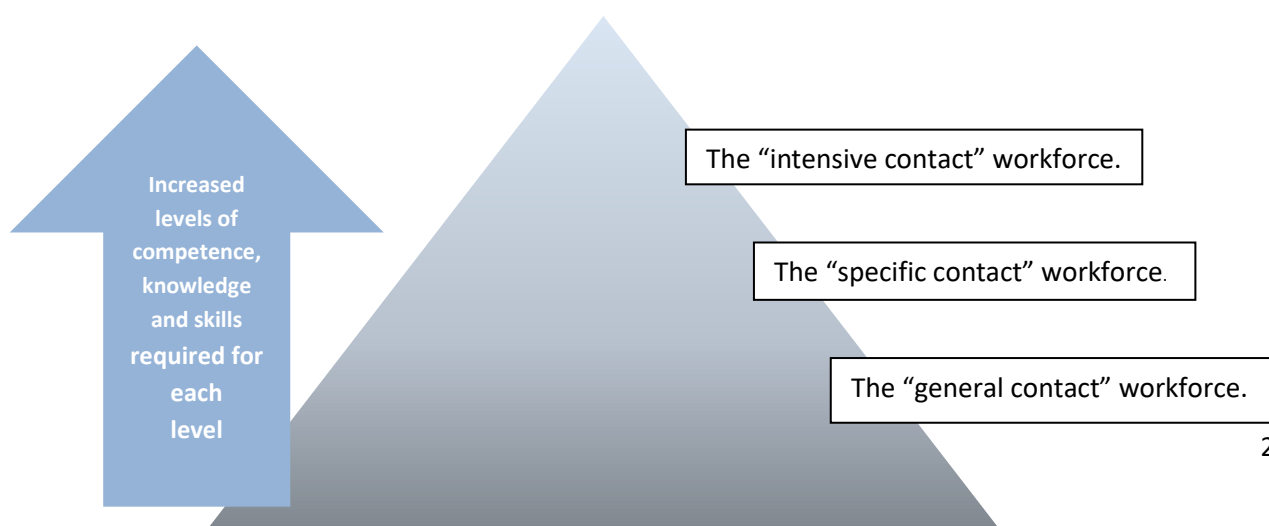
It is recognised that dependent on service provision and staff role, different levels of competences, knowledge and skills are required across Adult Support and Protection.

The information below is meant as a guide for managers and staff to support their learning and professional development in adult protection.

It is in **not an exhaustive list** and identifies where we would *generally* expect a worker to be placed.

In some cases, workers will find that another level is more appropriate to their specific needs. When in doubt workers should in the first case speak to their managers.

The framework has three workforce groups within multi-agency training provision, which require and provide different competences, knowledge and skills, based on the nature and extent of their contact and work with adults.



Three groups:

- The General Contact Workforce
- The Specific Contact Workforce
- The Intensive Contact Workforce

Workforce	Description	Examples of staff	Exemplar courses
The General Contact Workforce	<p>The general contact workforce are workers who, as part of their job may or are likely to encounter adults and families of all ages in the community. The frequency of the contact will vary; these workers may have daily or intermittent involvement with service users.</p> <p>These workers may need to raise a concern/ referral and share information, however, would not be taking forward any protection activity. Therefore, they need to have the confidence and awareness to recognise when an adult or older person may be in need of protection, and how to respond.</p>	<ul style="list-style-type: none"> • Housing Officers • Police Scotland Community Police/ Response Officers - C3 (Contact, Command and Control – 101 and 99 operators, Resolution Team) & CID/PPU officers • Scottish Fire and Rescue practitioners • Home Care carers and supervisors • Older People's Residential Home care staff • Department of Work and Pensions front line workers and supervisors • GP Surgery reception staff • Library staff • Catering, facilities assistants, and janitorial staff (schools, public sector and community/ voluntary sector provision) • School crossing supervisors • Dentists and Dental Staff Community Pharmacy staff • Befrienders/ Mentors 	<ul style="list-style-type: none"> • Single Agency Public Protection E-Learning Modules • Basic Awareness (half day) Adult Protection Multi Agency Training

		<ul style="list-style-type: none"> • Personal Assistants funded through SDS • Some Admin/Secretarial staff • Older people's services day centre and support services 	
Specific Contact Workforce	<p>The specific contact workforce undertake direct work with young people, adults and families; and/or form more in-depth relationships with them; and /or provide specific services to them. It may involve one to one or group/ community work.</p> <p>Contact may take place in their home or another setting (e.g., an office, school, day centre, community facility etc.).</p> <p>These workers may be asked to contribute to the risk assessment and risk management process and may be involved in providing ongoing support to some vulnerable or at-risk adults and other family members.</p> <p>These workers require the competences, knowledge and skills associated with the general contact workforce, and some additional competences, knowledge, and skills to reflect the nature of their involvement with people and families</p>	<ul style="list-style-type: none"> • Homelessness support staff • Housing support Staff • Class teachers • Social care and social work staff who will not be acting as Council Officers or second workers • Looked after children's services social care and social workers • Psychologists • Allied Health Professionals working with children, adults, and families • Speech and Language therapists • GPs • Older People's Residential Home managers • Women's Aid staff • Police Scotland – Public Protection & Adult Protection Concern Hub Team, IRD Team, Child Abuse Investigation Unit and the Scottish Child Interview Model Team 	<ul style="list-style-type: none"> • Detailed Awareness (one day) Adult Protection Multi Agency Training • Non council officer/ AP second worker training • Multi-agency adult protection fora

		<ul style="list-style-type: none"> • Older people day care and support services managers • CPNs 	
Intensive workforce	<p>The intensive contact workforce is those who have specific designated responsibility for adult protection issues as part of their role and / or those who will be involved in undertaking adult protection investigations or working with complex cases.</p> <p>These workers require the competences, knowledge and skills associated with the general and specific contact workforces, but need additional competences, knowledge, and skills to carry out their tasks.</p>	<ul style="list-style-type: none"> • Social Workers managers • Social care and social work staff who may be acting as Council Officers or second workers • Mental Health Officers • CPNs in integrated teams • OTs and Nurse Managers who manage integrated teams • OTs and Nurse Managers who manage duty processes • Early Years Child Care Centre Managers • Police Public Protection Unit - Public Protection DCI/DI's and CID/PPU supervisors • Care Home Managers 	<ul style="list-style-type: none"> • Council Officer Training (Social workers) • Non council officer/ AP second worker training • Multi agency adult protection fora

GETTING STARTED

North Lanarkshire Adult Protection Committee expects that those working with adults and young people have, as a minimum a 'foundation' knowledge of Adult Support and Protection that allows them to recognise and respond to concerns about an adult that may be at risk of harm.

Within the programme that follows, course descriptors for each course are provided including aims and objectives. Some of the courses/learning materials below are for self-learning purposes.

An application form and information about applying for a place most of the courses are included at the end of this programme. Other courses can be accessed via other means – as described within the body of the course information.

In addition to the learning and development opportunities identified in this programme there will be additional events to address national or local developments. 2025 will include a continued focus on learning and development opportunities across the adult support and protection agenda. Therefore, additional learning may be distributed throughout the year. **Should you wish to be kept informed of any other training please do not hesitate to contact us on the email addresses provided below.**

All courses are free to participants. Courses are funded by multiagency funding from the Adult Protection Committee.

Please notify the organiser if you are unable to attend the course and do not forward the invitation to colleagues to attend in your place. If a participant fails to attend on the day or cancels at the last minute, for anything other than exceptional circumstances, details are passed to relevant senior managers within their agency / service for appropriate action.

Should you have any questions or queries in regard to this Training programme or any of the courses below please contact the Adult Protection Committee in North Lanarkshire via Johanna Johnston, Senior Officer – Johnston@northlan.gov.uk or Audrey McGhie, Admin Assistant - Mcghieau@northlan.gov.uk.

Finally, we are looking forward to seeing you.

The North Lanarkshire Adult Protection Committee.

Course: Multi-Agency Adult Protection Training: Level 1 – Awareness of Risk and Responsibilities in Adult Protection

Course information:

This is a multi-agency adult support and protection training facilitated as part of the Adult Protection annual training provision.

This training is facilitated either via MS Teams online course or face-to-face (details can be found on the nomination form). It is a 3.5-hour course 9.00am-12.30pm.

The course is led by a trainer and includes activities, discussions, and PowerPoint learning. You will be emailed the pre-exercises as part of the preparation for this course.

This course is aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who may be at risk of harm.

You should be aware of your roles and legal duty in adult protection and know how to recognise potentially harmful situations, and to report concerns regarding an adult to social work services.

Aims and Objectives:

- To raise awareness of the Adult Support and Protection (Scotland) Act 2007.
- To clarify the principles, duties, and responsibilities under the Act.
- To ensure staff are aware of their duty for recognition and referral of adults at risk.
- To ensure staff are skilled and confident in recognising and responding appropriately where adults are at risk.
- To raise awareness and understanding of the importance of multi-agency working in adult protection.

To request a place please fill in this form:

[Multi-Agency Adult Support & Protection Training - Level 1 & Level 2](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: Multi-Agency Adult Protection Training: Level 2 - Supporting and Protecting Adults at Risk of Harm

Course Information:

This is a multi-agency adult support and protection training facilitated as part of the Adult Protection annual training provision.

This training is facilitated either via MS Teams online course or face-to-face (details can be found on the nomination form). It is a 4-hour course 9am-1pm.

The course is led by a trainer and includes activities, discussions, and PowerPoint learning. You will be emailed the pre-exercises as part of the preparation for this course.

This course is aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who may be at risk of harm.

You should be aware of your roles and legal duty in adult protection and know how to recognise potentially harmful situations, and to report concerns regarding an adult to social work services.

You may have a further role in assisting with adult protection inquiries and investigations that require to take place. You may also be involved in attending a case conference and contributing to an agreed multi-agency protection plan.

Aims and Objectives:

- To understand the background to the development and implementation of the Adult Support and Protection (Scotland) Act 2007. The legislation sets out clear principles and duties for all public body employees, along with providing definitions of 'an adult at risk' and of 'harm'. These aspects of the legislation will be considered.
- To raise awareness of adult support and protection and to explore the issues that it presents to staff in their practice. The importance of balancing the rights of adults with the duty of public bodies will also be considered.
- To increase awareness on the importance of multi-agency working, identifying what supports multi-agency working and some opportunities and challenges to effective shared working.
- Participants should be clear on the roles and responsibilities for all agencies within adult protection, be confident that they are aware of their responsibilities within that and know where they can access their organisational adult protection procedures.

To request a place please fill in this form:

[Multi-Agency Adult Support & Protection Training - Level 1 & Level 2](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: Multi-Agency Adult Protection Training- The Role of the Second Worker

Course Information:

This is a multi-agency adult support and protection training facilitated as part of the Adult Protection annual training provision.

This training is facilitated face-to-face. It is a full day course 9.30am-4pm.

The course is led by a trainer and includes activities, discussions, and PowerPoint learning. You will be emailed pre-exercises as part of the preparation for this course.

This course is aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who may be at risk of harm.

This course is aimed to staff who has the same duties and responsibilities as set out and expected of staff attending the level 2 training above. However, this course is in addition considering the role of the second worker during an Adult Support and Protection inquiry.

Staff attending this training should be:

- aware of your roles and legal duty in adult protection and know how to recognise potentially harmful situations, and to report concerns regarding an adult to social work services.
- have a further role in assisting with adult protection inquiries and investigations that require to take place. You may also be involved in attending a case conference and contributing to an agreed multi-agency protection plan.
- And may also be asked to provide additional input and support as a **second worker** during an Adult Support and Protection Inquiry.

Aims and Objectives:

- To understand the background to the development and implementation of the Adult Support and Protection (Scotland) Act 2007. The legislation sets out clear principles and duties for all public body employees, along with providing definitions of 'an adult at risk' and of 'harm'. These aspects of the legislation will be considered.
- To raise awareness of adult support and protection and to explore the issues that it presents to staff in their practice. The importance of balancing the rights of adults with the duty of public bodies will also be considered.

- To increase awareness on the importance of multi-agency working, identifying what supports multi-agency working and some opportunities and challenges to effective shared working.
- Participants should be clear on the roles and responsibilities for all agencies within adult protection, be confident that they are aware of their responsibilities within that and know where they can access their organisational adult protection procedures.
- Understand the role and responsibilities of the Council Officer.
- Understand the role and responsibilities of a second worker.
- Provide the skills necessary to carry out an investigative interview and record this appropriately.

You will not require to attend the multi-agency level 2 training (above) prior to attending the second worker training – either or is required.

To request a place please fill in this form:

[Multi-Agency Adult Support & Protection Training- The Role of the Second Worker](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: “Three Acts” – The interface between three protective legislations for adults in Scotland

Course information:

This is a multi-agency course which offers staff from varied agencies an insight into three of the protective legislations for adults in Scotland:

- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care & Treatment) (Scotland) Act 2003
- Adult support and Protection (Scotland) Act 2007

This 3-hour long course is facilitated online via MS Teams.

The course is led by a trainer and includes activities, discussions, and PowerPoint learning.

This course is aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who may be at risk of harm.

Aims and Objectives:

- To increase awareness of the interface between the three legislations states above.
- To understand the background of the three legislations.
- To understand the purpose and legislative basis of the three legislations.
- To increase awareness of the implementation of the three legislations and how they aim to safeguard and protect adults who may be at risk.

To request a place please fill in this form:

[Three Acts Training](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: Neglect, Hoarding and Managing Resistance

About this course:

Supporting people who are being neglected, who self-neglect and/or are hoarding can be a very challenging and lonely area for practitioners. It can be difficult to assess someone's ability to make informed choices around these issues and is significant barriers to carry out these pieces of work has been noted by practitioners.

The Adult Protection Committee in North Lanarkshire are recognising the concerns around this area of work and the overlap with Adult Support and Protection processes. The Adult Protection Committee in North Lanarkshire are offering two virtual MS Teams training sessions this year. In addition to this North and South Lanarkshire Adult Protection Committee are offering a further two jointly held MS Teams training sessions.

It is an interactive 3-hour long course that will offer time for reflection and discussion.

This course is aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who being neglected, are self-neglecting and/or are hoarding and who may be at risk of harm.

Aims and objectives:

- The training aims to offer practitioners insight into definitions of neglect, self-neglect and hoarding.
- It aims to provide staff guidance around best practice by utilising findings from current research, case studies and Learning reviews.
- It aims to support staff to consider where Adult Support and Protection sits within this area of work.

To request a place please fill in this form:

[Neglect, Hoarding and Managing Resistance Training](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: Multi-agency Adult Support and Protection Forums

About this course:

The Adult Protection Committee in North Lanarkshire Council are promoting multi-agency working and sharing of good practice. We are therefore offering three sessions a year/per locality where partner agencies are encouraged to join in discussions around Adult Support and Protection practice and processes in North Lanarkshire Council.

Each session will have a theme around it.

This sessions are aimed at those staff who work in:

- North Lanarkshire Council/ Health and Social Care Partnership
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue
- Community, Voluntary & Independent Sector;

and who in the course of their work duties come into contact with adults who may be at risk of harm.

Aims and objectives:

- To support multi-agency collaborative practice in Adult Support and Protection.
- Encourage multi-agency discussions regarding best practice in Adult Support and Protection.
- Support multi-agency networking.
- It aims to provide up to date knowledge and understanding of Adult Support and Protection practice and process.

Should wish to attend more than one forum please complete a separate form.

To request a place please fill in this form:

[Multi-Agency Adult Support and Protection Forum](#)

Please note that your place is not confirmed until you have received an email confirming your attendance.

Course: Trauma Informed Practice

About this course:

It is crucial for staff working with Adult Support and Protection or encounter adults at risk of harm to understand the impact of trauma and how trauma informed practice can support adults at risk of harm.

The NHS Education for Scotland (NES) team have created a National Trauma Training programme with key e-learning and resources.

“The key trauma training resources from the National Trauma Training Programme are openly available to support all members of the Scottish workforce to meet the vision of:

“A trauma informed and responsive nation and workforce, that is capable of recognising where people are affected by trauma and adversity, that is able to respond in ways that prevent further harm and support recovery and can address inequalities and improve life chances.”

Trauma is ‘everyone’s business’ and every member of the Scottish Workforce has a role to play in understanding and responding to people affected by trauma. This doesn’t mean that everyone needs to be a trauma expert —we know that different expertise and skills are required to support people’s recovery — but it does mean that all workers, in the context of their own role and work remit, have a unique and essential trauma informed role to play in responding to people who are affected by trauma.” (NES)

If you are attending the Multi-agency Level 1 above, we would recommend that you are trained at Trauma Informed Practice Level. Are you attending Multi-agency Level 2 or Second Worker training we would recommend that you undertake Trauma enhanced or Trauma Specialist practice level.

Information regarding what expected level of training (Dependent on role) can be found [here](#).

If you have access to LearnNL please access the Trauma Informed Practice Course here: [LearnNL Login](#)

If you do not have access to LearnNL the resources and e-learning can be access by creating an account or log in to the Turas site, this is free and you should use your work or professional email address you can do this here: [Home | Turas](#)

Course: Female Genital Mutilation (FGM), Forced Marriage (FM) & Honour Based Violence (HBV) Briefing Session

About this course:

North Lanarkshire Public Protection Committees have produced practice guidance for referring agencies and frontline practitioners who have a responsibility for keeping adults or children who are at risk of being forced into marriage, at risk of Honour Based Violence (HBV) or at risk of or experienced Female Genital Mutilation (FGM) safe. It sets out how cases of forced marriage, HBV or FGM should be responded to using existing frameworks for protecting children, adults at risk and victims of abuse.

This ½ day briefing session is offered to all staff and managers working with children and adults who may be at risk. Dates for training tbc.

The briefing is offered jointly by the Child and Adult Protection Committee and the Violence Against Women Working Group.

Aims & Objectives:

The aims of this briefing session are to:-

- Raise awareness of FGM, FM & HBV.
- Increase understanding of the definitions, causes, impact and motivations for FGM, FM & HBV.
- Raise awareness of the relevant legislation and of national and local guidance.
- Increase understanding of the expected multi agency response.

Dates for this training are still to be decided.

To note your interest to attend this course please contact Angela Traynor, admin officer - traynora@northlan.gov.uk

Course: Domestic Abuse – Risk Assessment (DASH-RIC)

About this course:

This 1/2-day course hosted via MS Teams aims to improve participant knowledge of domestic abuse risk assessment and the MARAC process.

This course is open to all frontline staff and managers across the multi-agency general, specific, and intensive public protection workforce.

Aims and Objectives:

- Identify risk factors in domestic abuse cases.
- Be able to use nationally recognised risk assessment tool (Safe Lives DASH-RIC).
- Understand the concept of safety planning.

To access this course please sign up via LearnNL: [Course: Domestic Abuse - Risk Assessment](#)

If you do not have access to LearnNL please contact Angela Traynor, admin officer - traynora@northlan.gov.uk or Marac Coordinators - lanarkshiremaracs@wasler.org.uk

Course: Presenting your evidence in court

About this course:

This one-day course will assist practitioners working in all agencies to understand the court system in relation to both criminal and civil procedures and their role as witnesses. It will outline how to best record your evidence, prepare properly for a court appearance and what to expect when you arrive at court. Further, it will advise of the process of giving evidence and provide advice as how to present best evidence. It may be of particular value to those who may be called to give evidence in court as part of their child or adult protection responsibilities.

This course is offered jointly by North Lanarkshire Child and Adult Protection Committees. It is delivered by Linda Cockburn a highly experienced Procurator Fiscal with a special interest in child and adult protection.

Aims & Objectives:

To give you an insight into the Scottish Legal System including what to expect when called to give evidence in Court along with practical guidance on how to prepare for Court and how to conduct yourself when giving evidence.

Learning Objectives

By the end of this course the participants will have:-

- A basic overview of the Scottish Legal System and their role as a witness
- An insight into what to expect when called to give evidence in Court
- Practical advice on how to best record evidence and prepare for Court and;
- An insight into the practical and technical aspects of giving evidence.

To access this course please sign up via LearnNL: [LearnNL for NLC employees](#).

If you do not have access to LearnNL nominations can be forwarded to:

Rachael Bailie, Senior Office CPC – BailieR@northlan.gov.uk &
Johanna Johnston, Senior Officer APC – johnstonjoh@northlan.gov.uk

Course: MAPPA - Multi-Agency Public Protection Arrangements

About this course:

MAPPA stands for **Multi-Agency Public Protection Arrangements** – a set of arrangements established by Police, Local authorities, National Health Service and Health Boards and the Scottish Prison Service (SPS) (known as responsible authorities) to assess and manage the risk posed by sexual and violent offenders.

The principles that govern MAPPA are simple:

- Identify those who may pose a risk of harm
- Share relevant information about them
- Assess the nature and extent of that risk
- Find ways to defensibly manage the risk effectively, using available resources most efficiently, to protect victims and reduce further harm.

Please also consider watching the following MAPPA Awareness Video: [MAPPA Scotland Awareness Video](#)

MAPPA Lanarkshire is providing the following dates for awareness training. The session is 1 hour long and is held via Teams.

Training dates:

Thursday 6 March 2025 at 10am

Thursday 5 June 2025 at 2pm

Thursday 4 September 2025 at 10am

Thursday 4 December 2025 at 2pm

Nomination for this training should be sent to MAPPA.Lanarkshire@southlanarkshire.gov.uk

Email the MAPPA mailbox with your preferred date and include your own name, designation and email address