

Overview of work

Turn2us is recruiting a safeguarding consultant/consultancy to design and facilitate a safeguarding training programme for all Turn2us staff, and also to deliver a Trainer of Trainers (ToT) session for safeguarding focussed staff.

The consultant(s) will be responsible for:

1. Designing a foundational safeguarding training programme for all staff
2. Facilitating the foundational safeguarding training programme for all staff
3. Designing and facilitating a ToT session for members of the Safeguarding Committee
4. Advising on and supporting a safeguarding learning needs assessment

Context and justification

Turn2us is a national charity providing practical help to people who are struggling financially. Our purpose is:

“So people can build financial sustainability and thrive, Turn2us gives people the practical information and support they need in the face of life-changing events, and collaborates to tackle the causes and symptoms of poverty.”

Turn2us believes that everyone in the UK should be able to build financial sustainability and thrive. By innovating and becoming a digital first charity; we aim to focus on helping people to take practical action to improve their incomes in the face of life-changing events and prevent future long term financial problems that could lead to debt and deprivation.

The help from Turn2us aims to either provide immediate financial support through grants from our own charitable grant schemes to reduce the pressures on people facing tough financial times; or free to use online tools and resources to help people and families on low incomes to access a clear, personalised review of their financial circumstances and options to make informed decisions, improve their incomes and connect with local sources of help.

Turn2us also help the charities, community groups and grass roots organisations who work on the frontline with vulnerable people, by providing free access and training on how to use the Turn2us tools and resources for their staff and volunteers to understand and improve their client’s financial situation.

As an organisation Turn2us commits to protecting people who come into contact with us from the different forms of injustice, discrimination, and abuse that they might be experiencing. Our safeguarding approach at Turn2us covers our policies, the way we work, and our organisation’s culture. We want all of these to work together in order to prevent and respond to any harm carried out by staff or those working on our behalf towards each other or people in contact with the organisation. Our approach also covers harm faced or experienced by those in contact with Turn2us when that harm is not directly perpetrated by Turn2us, including harm carried out towards themselves or by other people.

At Turn2us, we want to be a safe and positive organisation for our personnel and people for whom we exist. This means we need our staff to feel knowledgeable and confident when discussing safeguarding. There are many areas in which we believe staff can have their safeguarding knowledge and related skills developed, including: holding difficult conversations; maintaining professional boundaries; risk management; stress management; unconscious bias. Turn2us recognises that staff will have different levels of involvement in safeguarding in their role, and will have different levels of existing knowledge of safeguarding depending on prior experience. Therefore, it is important that we first provide a training programme for all staff that makes clear the foundational elements of Turn2us's safeguarding approach and required safeguarding knowledge, as well as our commitment to continuous professional development.

Objective

The objective is for the consultant(s) to design and facilitate a safeguarding training programme to all Turn2us staff that covers foundational safeguarding principles, roles and responsibilities, Turn2us's new safeguarding policy, reporting processes, and positive safeguarding behaviours. This is so that staff members own and are accountable to Turn2us's safeguarding policy and approach, feel confident in discussing safeguarding and reporting concerns and complaints, contribute to a positive safeguarding culture, and are aware of the power dynamics involved in safeguarding. The training should also cover Turn2us's commitment to building equality, diversity and inclusion at every level, our adoption of an intersectional approach to tackling inequalities and exclusion in relation to all characteristics, and how this relates to safeguarding.

Turn2us is looking for a highly participatory delivery style that requires high levels of involvement and engagement with participants. We want conversation between participants to be actively encouraged and form the basis of group activities and discussions during the training.

In order to ensure that the training delivers a legacy of learning to the organisation, the training needs to be designed as one part of a wider safeguarding capacity building programme, based on the completion of a learning needs assessment by the Safeguarding Officer.

It is also required that members of the Safeguarding Committee, who support the safeguarding plan and promote a positive safeguarding culture within Turn2us, complete a ToT course so that they are able to effectively facilitate safeguarding training to staff and other personnel (e.g. volunteers) in the future.

Tasks

1. Designing a safeguarding training programme for all staff, providing a foundational knowledge of safeguarding at Turn2us to groups with mixed levels of understanding
 - The training methodology is to be designed based on an assessment of the current Turn2us safeguarding training arrangements. The training methodology is also to be informed by discussions on what the legacy of the training should be (e.g. refresher training, new starter training).
 - Key training components required will be:
 - Basic safeguarding principles – definitions; why safeguarding is important; types of abuse and harm; confidentiality; Turn2us's safeguarding approach; safeguarding power dynamics
 - Roles and responsibilities – Turn2us's safeguarding structure and governance; different roles and their safeguarding responsibilities

- Turn2us's new safeguarding policy – why is a safeguarding policy important; what are the main features of this policy; what is different now to what has come before
 - Reporting processes – how to report concerns and complaints; who to report concerns and complaints to; what constitutes a safeguarding concern or complaint; internal and external incident management processes; referrals and engaging statutory agencies; investigations (*these processes are currently being developed within Turn2us*)
 - Positive safeguarding culture and behaviours – what a psychologically safe environment looks and feels like; how we can support such an environment within Turn2us; nuanced scenario questions to highlight strong and weak safeguarding behaviours and cultures; equality, diversity, and inclusion in the workplace; linking back to the Turn2us purpose and Code of Conduct
 - Depending on progress with other safeguarding activities outside of this ToR, the training may need to include references to risk management and digital safety.
- Compile resources and materials to be used by future facilitators of this training programme by Turn2us staff, whether online or offline.
 - Turn2us coproduces its work wherever possible with those who have received Turn2us services, and either the training programme design will involve coproduction or the training programme content will refer to coproduction in a safeguarding context.
 - Coordinate with the Safeguarding Lead, Safeguarding Officer, members of the Safeguarding Committee, and any other relevant staff for their input and feedback.
2. Facilitating the safeguarding training programme for all staff, ensuring a focus on engagement and involvement activities that encourages conversation amongst participants, and reporting on its outcomes
- Turn2us has 62 members of staff (including full-time, part-time, and temporary contracts) at the time of writing this ToR.
 - Exact duration, format, and size of each session are to be determined by the consultant(s) as part of their training methodology.
 - Following the facilitation of the foundational safeguarding training programme, the consultant(s) will write a training outcomes report that provides general feedback on how the training went, the questions and issues that were raised by participants, and opinions on future training needs based on this.
3. Designing and facilitating a ToT session for members of the Safeguarding Committee to enable them to deliver future safeguarding training at Turn2us
- Turn2us has 10 Safeguarding Committee members with mixed experience of delivering training, and limited experience of delivering safeguarding training.
 - The consultant(s) will design and facilitate a ToT session, with a focus on skills required to deliver effective safeguarding training.
 - Coordinate with the Safeguarding Lead, Safeguarding Officer, members of the Safeguarding Committee, and any other relevant staff for their input and feedback.
4. Advising on and supporting a learning needs assessment that evaluates future safeguarding training needs across Turn2us, including safeguarding relevant skills
- The consultant(s) will advise and support the Safeguarding Officer in their assessment of what other safeguarding related training needs to be delivered to staff (depending on role requirements) to build and follow on from the foundational training programme.

- Coordinate with the Safeguarding Lead, Safeguarding Officer, members of the Safeguarding Committee, and any other relevant staff for their input and feedback.

Deliverables

The deliverables will be:

- Safeguarding training sessions for all staff
- Safeguarding training programme resources and materials for future online and in-person facilitation by Turn2us staff
- A safeguarding training programme outcome report
- ToT session for Safeguarding Committee members
- A safeguarding learning needs assessment report

Required experience and skills of the consultant(s)

- Strong understanding of and experience working in safeguarding (with a focus on adult safeguarding) in the UK context
- Strong experience of designing safeguarding training for groups with mixed levels of understanding
- Strong experience in facilitating safeguarding training for groups with mixed levels of understanding (preferably including online facilitation)
- Strong understanding of equality, diversity, and inclusion programming in the workplace
- Experience of delivering ToT sessions (preferably in a safeguarding context) and knowledge of the skills required by others to deliver effective safeguarding training
- Experience of completing learning needs assessments, and identifying gaps in organisational safeguarding knowledge and expertise
- Experience of working with non-profit organisations
- Strong writing and communication skills; experience in facilitating online meetings
- Previous consultancy experience working to deliver against tight timescales

Provisional calendar

The consultant(s) can work remotely and carry out the different tasks mentioned above online.

The consultant(s) will be required to complete their work between **July 2020** and **September 2020**.

- Application submission deadline: 5 July 2020
- Selection/interview process: 6 July – 15 July 2020
- Briefing phase: 16 July – 24 July 2020
- Safeguarding training programme design: July – August 2020 (*exact dates TBC*)
- ToT session design and facilitation: July – September 2020 (*exact dates TBC*)
- Safeguarding learning needs assessment: July 2020 – September 2020 (*to be completed by the Safeguarding Officer alongside other activities*)
- Safeguarding training programme facilitation: August – September 2020 (*exact dates TBC*)
- Project close date: latest 30 September 2020

How to apply

The application documents must be submitted no later than **5 July 2020** to hadmin@turn2us.org.uk specifying "Turn2us Safeguarding Training" in the subject line.

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The application should include:

- Complete CV for each applicant (including links to/attachments of any similar previous work carried out)
- A proposal for how the work would be carried out (maximum of 2 pages)
- A detailed budget including suggested days required, fees, and activity costs (including VAT)
- A minimum of 2 referees for each applicant

If you have any questions about this Terms of Reference or this piece of work, and would like to seek any clarifications before submitting a full application, please feel free to contact Andrew May (Safeguarding Officer) at andrew.may@turn2us.org.uk.