



# Tier System Overview Induction for new staff

This information should be shared with all new employees.  
It does replace the 3 hour Tier Training, which is mandatory for **all** staff to attend.



# Why do we use the Tier?



The Care Act 2014 –

- ✓ Is a UK law that sets out the rights and responsibilities of local authorities, care providers and service users in respect of people getting the right care and support.
- ✓ It puts people and their carers in control.
- ✓ It emphasises being person centred and using the approach Making Safeguarding Personal, so that we are always including a persons wishes and feeling in everything that we do.

**The Care Act has 6 principles which outline how we all should work with people. They are:**

Empowerment  
Protection  
Partnership  
Proportionality  
Prevention  
Accountability



# You and safeguarding



Safeguarding people to keep them safe and free from abuse or neglect is a very important part of your role and you are expected to:

- Know how to act in people's best interests.
- Know where to find your safeguarding policies and procedures, including the whistleblowing policy and the Tier reporting forms.
- Understand the Tier system and how to report a concern.



# What is the Tier System?



- Wigan Council introduced the Tier System shortly after the Care Act 2014 was implemented.
- The Tier System is only used in Wigan.
- The Tier System focuses on addressing safeguarding concerns **early** and before the risk, harm or neglect escalates to a safeguarding concern requiring to be investigated under Section 42 of the Care Act 2014.
- It's a **Preventative** approach and helps us to fix things before they may get worse.
- The Tier model is divided into 5 Tiers:

**Tiers 1** and **2** are low level safeguarding (managed by the Provider)

**Tier 3** is a serious or critical concern which may require Section 42 Enquiry

**Tier 4** is an enquiry that runs parallel with the police.

**Tier 5** is a SAR (Safeguarding Adult Review) or DHR (Domestic Homicide Review)...

*Lets look at this in more detail....*

# The Tier System



Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
<p>Managed within own organisation but monitored by PMMD Team Quality Performance Systems.</p>	<p>Referral passed to LA. Provider Management and Market Development Team (PMMD) and enquiries made within own organisation and outcome is passed to PMMD.</p>	<p>Immediate action is required and an Adult Safeguarding Alert needs to be raised to the Local Authorities Community Adult Front Door (CAF) by a manager on Tel: 01942 828777.</p>	<p>A potential crime has been committed and immediate action is required and an Adult Safeguarding Alert needs to be raised to the Local Authorities Community Adult Front Door (CAF) by a manager on Tel: 01942 828777.</p>	<p>This may meet threshold for a SAR or DHR. Immediate action is required in line with WSAB policies and procedures.</p>
<p><b>Example</b></p>	<p><b>Example</b></p>	<p><b>Example</b></p>	<p><b>Example</b></p>	<p><b>Example</b></p>
<p>Staff error causing no or little harm. Minor events that still meet the criteria for 'incident reporting'.</p>	<p>Prescribed medication or administration errors made on more than one occasion, but no significant harm caused.</p>	<p>Unexplained fractures/injuries.</p>	<p>Deliberate act to harm someone.</p>	<p>Criteria determined by Care Act and the Wigan Adult Safeguarding Board (WSAB).</p>

# Tier 1 or Tier 2



- **All Staff are required to complete a Tier form (1 or 2) themselves** if they have observed or heard something that may be low level safeguarding concern.
- As a Staff member you may not always be able to provide advice on how to rectify the situation or prevent this occurring again, but you must pass this information to your manager who will be able to identify actions to prevent this from happening again.
- Your observations/witness statements on the Tier forms are vital ..... and should be written down on a tier form as soon as possible after the event, so an accurate account of the incident or concern is recorded ....

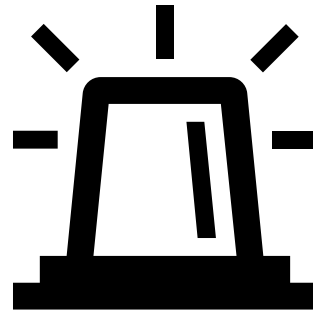


You can find the Tier Reporting forms and further information by scanning the QR code above or here at [www.wigansafeguardingadults.org](http://www.wigansafeguardingadults.org)  
Your provider should have copies available for you to complete.

# Tier 3, 4 and 5



Immediate action is required and an Adult Safeguarding Alert needs to be raised to the Local Authorities Community Adult Front Door (CAF) by a manager on Tel: 01942 828777.



**\*If you believe someone is at immediate risk, do not wait, ring 999.**

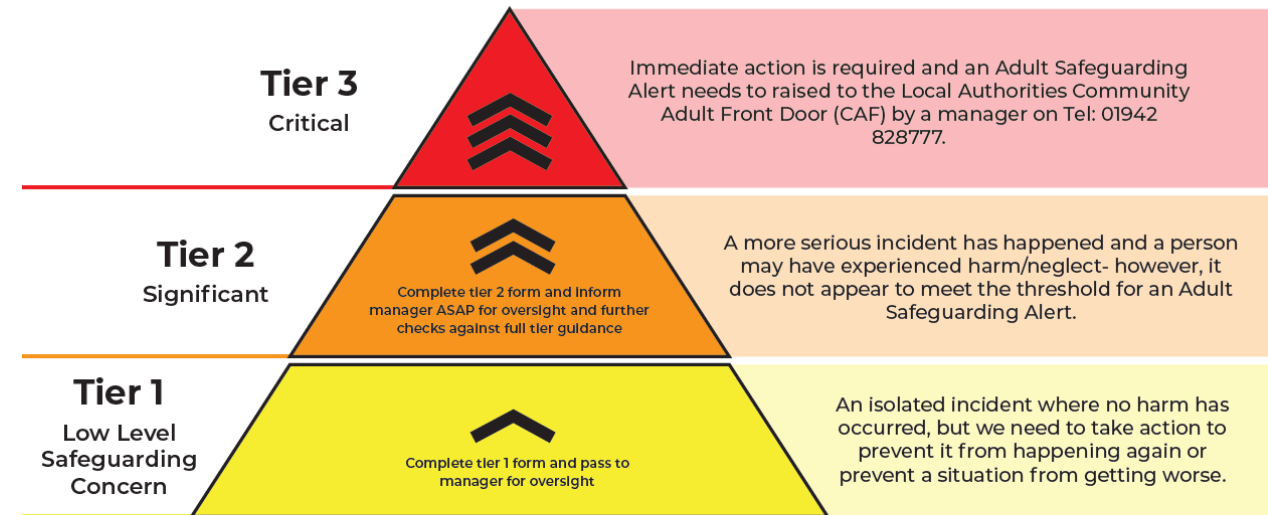
# Next steps



- Your manager will book you onto an upcoming Tier Training session. This is mandatory for ALL staff to attend.
- Get familiar with where your safeguarding policies and procedures are.
- Remember you are the eyes and ears of your service, and you can help to keep people safe and happy.
- Look out for the posters and cards which are a helpful reminder about the Tier System.

## Do you have a safeguarding concern - Think Is this a Safeguarding Tier Referral?

The TIER SYSTEM is a preventative approach to Safeguarding so that any abuse/neglect/errors can be picked up early...



If someone is in immediate danger or imminent risk, do not wait, ring 999

**Safeguarding is everyone's responsibility**

You can find information about the Tier system at [www.wigansafeguardingadults.org](http://www.wigansafeguardingadults.org)



Scan the QR code to access more info on the Tier Reporting System.