



# **Restraint Reduction Network Training Standards Certification Scheme Handbook 2019**

**Version 2, September 2019**

# Contents

## 1. Introduction

- Background
- Purpose of certification
- Scope of the Scheme

## 2. Certification process

- Introduction to process
- Summary of three year cycle
  - Stage 1a: Initial application (new applicants only)
  - Stage 1b: Self-assessment submission
  - Stage 2: Evaluation and scrutiny of evidence
  - Stage 3: Initial review by Certification Manager
  - Stage 4: Review by Panel
  - Stage 5: Certification award
  - Stage 6: Maintaining certification and surveillance

## 3. Appeals, complaints and suspension or termination of certification

## 4. Changes to the Standards

## 5. Assessor competency

# 1. Introduction

## Background

The Restraint Reduction Network Training Standards 2019 provide cross sector standards for training in restrictive practices that are recognised and endorsed by relevant government departments, professional bodies and charities. Certificated training services demonstrate their compliance with these quality standards.

The Restraint Reduction Network owns the Restraint Reduction Network Training Standards 2019 and the Certification Scheme (as agreed by UKAS and HEE). The Restraint Reduction Network licences the Standards to certification bodies, subject to agreement to the scheme rules. The scheme rules are outlined in this handbook and licence agreement includes:

- Certification is delivered by charitable bodies on a not for profit basis
- Certification bodies must be accredited by UKAS as complying with the relevant ISO certification standards (and share reports from UKAS within 14 days).
- Certification bodies licence the standards and certification logo from Restraint Reduction Network for agreed royalty rate (of 20%)
- Certification requires ongoing surveillance of at least 20% of curricula, senior trainers and affiliated (satellite) organisations
- Certification bodies may only quality assure training using certification process and against the Restraint Reduction Network Training Standards
- Certification bodies may not employ anyone with a conflict of interest such as working for, or being a Trustee of, a provider of training in restrictive practices
- Certification bodies have an impartiality committee that meets twice per year, includes representation from Restraint Reduction Network and minutes are shared with Restraint Reduction Network
- Any complaint that is upheld by certification body is shared with Restraint Reduction Network
- Notifying the Restraint Reduction Network of any complaint or non-conformity and providing an action plan of any recommendations

The Restraint Reduction Network is an independent body that brings together government departments, professional bodies, people with lived experience, practitioners and academics. It is a coalition of the willing who are passionate about restraint reduction and human rights.

## Background to the Standards

There is growing recognition among professional bodies and government departments (and arm's length bodies) that whilst the use of any kind of restraint may on rare occasions be necessary to keep people safe, it is also traumatic and must be minimised in therapeutic settings. Restraint by its nature restricts a person's liberty, but the frightening, overwhelming and traumatising nature of this experience can amount to degrading treatment, which is never lawful.

Providing high quality, evidence based support to adults and children with mental health conditions, learning disabilities, autistic people, and people living with dementia across education, health and social care settings is a highly skilled activity. The workforce does an important and challenging job (that requires balancing risk, welfare, and safety), therefore they require specialist training to understand and meet the needs of the people they are supporting. This means people are less likely to become distressed, but also staff understand how to support them when they are distressed.

The Restraint Reduction Network Training Standards (2019) aim to facilitate culture change, not just technical competence. The Standards are designed to:

- protect people’s fundamental human rights and promote person centred, best interest and therapeutic approaches to supporting people when they are distressed
- improve the quality of life of those being restrained and those supporting them
- reduce reliance on restrictive practices by promoting positive culture and practice that focuses on prevention, de-escalation and reflective practice
- increase understanding of the root causes of behaviour and recognition that many behaviours are the result of distress due to unmet needs
- where required, focus on the safest and most dignified use of restrictive interventions including physical restraint

The Restraint Reduction Network Training Standards were published in 2019 and are available on the [www.restraintreductionnetwork.org](http://www.restraintreductionnetwork.org) website. These standards provide a national benchmark for training in restrictive practices and have been endorsed by a number of professional bodies, charities and arm’s length bodies. The Standards and Certification apply:

- across education, health and social care
- across children and adult services
- across the UK and internationally
- across all services for people with mental health conditions, dementia, learning disabilities, and autistic people

## Purpose of certification

[Certification bodies](#) certify training services that include a restrictive intervention component. The scheme certifies training services, not providers, programmes or trainers by themselves.

Certified training services are the combination of approved curricula and authorised trainers who meet the Restraint Reduction Network Training Standards 2019 (see Figure 1).

In some cases, affiliated service providers who deliver the training provider’s model in-house may also deliver certificated training services on behalf of the training provider (as an affiliate satellite centre contracted by the training organisation with specified trainers).

Please note that individual trainers are only approved as being part of certified training organisation and this is not transferable.

**Figure 1**



Certification provides quality assurance that will be helpful to:

- commissioners of training
- commissioners of services
- regulators of services

The purpose of certification is to:

- demonstrate compliance with the Restraint Reduction Network Training Standards 2019
- provide a quality mark to support commissioning of high quality training
- provide an enabling scheme that not only offers quality assurance but also supports a culture of continuous improvement
- provide a robust, effective, consistent system and to be equitable and impartial in its application. Certification bodies must be accredited by UKAS as complying with ISO accreditation standards.
- reduce risks associated with poor training and practice

## Scope of the scheme

### Admission to and eligibility for the certification scheme

The scheme and standards are owned by the Restraint Reduction Network and operated by certifying bodies. The scheme applies to training providers delivering training services with a restrictive intervention component:

- across education, health and social care
- across child and adult services
- across the UK and British Isles

Some training providers may also provide training services outside the UK.

Training services may be delivered to a range of populations in different settings. Such settings may provide support and other services to people with mental health conditions, learning disabilities, dementia, older people and autistic people, as well as people who are detained.

Types of training providers may include:

- commercial training providers who develop and deliver training to a range of organisations
- in-service training providers who develop and deliver the training within their own organisation and may or may not provide training to external organisations

Training organisations will specify within their application if they are seeking certification as a commercial or in house provider, and which settings and populations they deliver to. This will also be specified on the certificate.

## 2. The certification process

### Introduction to process

Certification is granted to training services that have a restrictive intervention component which complies with the Restraint Reduction Network Training Standards 2019. At the heart of the certification procedure is the Restraint Reduction Network Training Standards 2019 self-assessment tool. The self-assessment tool has a simple red, amber and green (RAG) rating system and allows training providers to demonstrate through evidence that their programmes meet the Restraint Reduction Network Training Standards 2019.

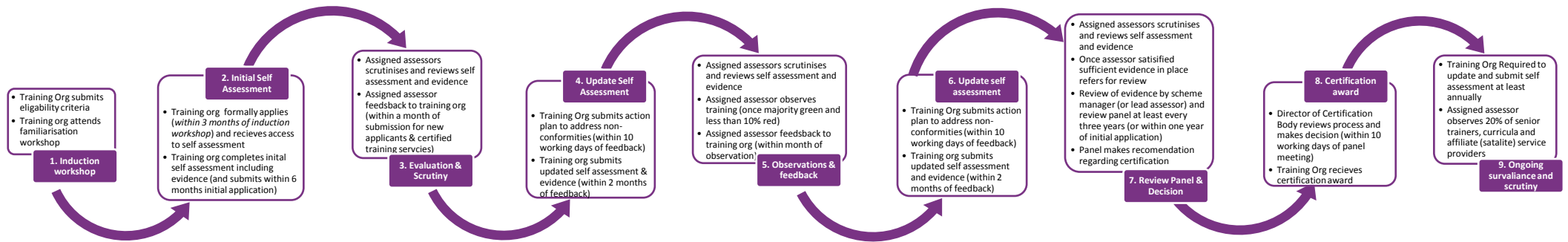
The evidence they provide is scrutinised by an assigned assessor (with relevant experience) throughout the three yearly quality assurance cycle. The assessment also includes observations of training (including curricula, trainers and affiliated organisations), and reviews of customer feedback. Every three years' evidence is also scrutinised by a panel which includes someone with lived experience of restraint.

The certification process includes the following stages:

1. Initial application
- 1.b Self-assessment submission
2. Evaluation and scrutiny – self-evaluation and desktop scrutiny of evidence by assessor (plus observations of training, and the training process, identification and resolution of non-conformities and scrutiny of customer feedback)
3. Initial review by scheme manager (or lead assessor)
4. Panel review of evidence and recommendations
5. Decision and award of certificate by Director
6. Maintaining certificated status through three-year quality assurance cycle that includes:
  - Annual resubmission of self-assessment and supporting evidence
  - Surveillance of at least 20% of all curricula, senior trainers and affiliated (satellite) organisations
  - Resubmission to panel every three years

# Certification process (and timelines from Oct 2019)

Figure 2





Sections 1 to 5 set out the whole process that applicants need to go through to apply for certification for their training services.

## **Stage 1a: Initial application (new applicants only)**

The training provider submits a fully completed initial application and eligibility form for the scheme. The initial application must list all:

- the curricula for which they are applying for approval
- names of senior trainers who will be listed by the certification body
- affiliated (satellite centres) service providers (where relevant)

Affiliated service providers are those organisations that deliver the applicant provider's training services within their own organisations. They have a number of in-house or in-service trainers who are trained and quality assured by the external applicant training provider.

The lead assessor or the certification scheme manager will scrutinise the application and confirm that the provider and its training services are eligible for the scheme. A place will be reserved for them on the next certification awareness workshop.

## **Stage 1b: Self-assessment and supporting evidence review**

The training provider must complete the self-assessment form and upload (and submit) all supporting evidence within six months of receiving details to log in to the system. Each Restraint Reduction Network Training Standard must be assessed according to a red, amber or green (RAG) rating and a corresponding numerical scoring system (1 to 3).

Each standard consists of a number of mandatory sub-standards and applicants must complete all sub-standards on each section of the self-assessment document.

To meet the standard fully, evidence must be provided to meet each sub-standard. This means a green rating can be awarded. The self-assessment should not be submitted if there any red ratings.

Only when a training provider has formally applied and submitted their self-assessment can they state they are '**working towards formal certification (as meeting the Restraint Reduction Network Training Standards 2019) of training services that have a restrictive intervention component**' in any organisational and promotional literature. It is envisaged that training services will achieve certification within 12 months of initial application.

## **Stage 2: Evaluation and scrutiny of self-evaluation evidence by assessor**

### **Desktop review by assigned assessor**

Within one month of submission, a desktop review of the self-assessment and supporting evidence will be completed by the assigned assessor. The assessor will modify the self-assessment RAG rating if necessary and clarify any areas where there is insufficient evidence to meet the standards.

A feedback session between the assigned assessor and the training provider will take place. The applicant will be required to update the self-assessment to address outstanding actions. The timescale will be agreed with the assessor who will check the agreed actions have been completed.

## **Inspection by assigned assessor**

Training providers are asked to submit a range of training dates that include all curricula, senior trainers and affiliated organisations. The scheme coordinator will notify the training provider of the visit 24 to 48 hours beforehand. Training providers are also asked to submit a list of customers.

**Observations:** the assigned assessor will observe and complete an audit on a sample of training services (programmes and trainers and, where relevant, affiliated service providers) over several days. Feedback will be uploaded into the feedback boxes on the self-assessment tool. Where further actions are required, timeframes for completion will be identified and detailed in the assessor report which will be shared with the customer.

**Customer feedback review:** the assigned assessor will also conduct a review of survey feedback from a range of customers (these may be individual services if in-house training, or affiliated organisations if commercial training provider). Feedback will be uploaded to the self-assessment tool. Where further actions are required, timeframes for completion will be identified.

The applicant will be required to update the self-assessment. Once the assessor is satisfied there is sufficient evidence to meet the requirements, the application will be passed to the scheme manager to review.

## **Stage 3: Initial review by scheme manager or lead assessor**

When the self-assessment tool and all actions have been completed and the assessor is satisfied there is sufficient evidence to meet the requirements (all green), the certification scheme manager (or lead assessor) will review the application to ensure sufficient evidence to progress the application to the next stage, which is scrutiny by a panel. The outcome of this stage will either be:

- approval that there is sufficient evidence for the panel, or
- to request further evidence before going to the panel

## **Stage 4: Evidence Review Panel**

The panel contracted by the certification body will consist of:

- chair of panel (or deputy)
- a peer (or lead) assessor (who will not be the assessor assigned to the applicant)
- individual or family member with lived experience of restraint
- the certification scheme manager (or lead assessor)

The process for new applicants from formal application to panel must be completed within one year. The panel will review the self-assessment and evidence. Should there be any serious concerns or queries the panel will raise these with the assigned assessor.

The training provider must attend the panel review (alongside the assigned assessor). Attendance at the panel may typically take up to one hour. Training providers are required to give a presentation lasting no more than 15 minutes, giving a summary of how their training service adheres to the Restraint Reduction Network Training Standards and how they have addressed any issues identified during the self-assessment process.

The assessor will then highlight any particular strengths and weaknesses of the application. There will then be an opportunity for members of the panel to ask questions.

The panel will review if the evidence that has been presented to them meets the Restraint Reduction Network Training Standards/requirements for certification or if additional evidence is required for any outstanding non conformities.

Training providers will be notified of the decision and provided with written feedback supporting the decision within **14 working days** of the date of their panel attendance. Each training provider will receive written feedback. In some cases, additional evidence or actions (maximum of three actions) will be requested two months before certification is approved. Unsuccessful applicants have the opportunity to receive further feedback from the assigned assessor. New and additional evidence will be required to be scrutinised by an assessor and then at a subsequent panel.

## **Stage 5: Certification award**

Decision regarding certification will be made by a CAB director and they will provide the training provider with certification that clearly states:

- the name and address of the certification body
- the date certification has been granted and the expiry date
- the name and address of the training provider
- the titles of the training programmes/curricula that are certified
- the scope of certification (populations and settings)
- the names of senior trainers who are listed to deliver certified programmes
- the names of affiliated service providers approved by training provider to deliver certified training services within in their own organisations (where applicable)

The certificate(s) will include the signature of the authorised CAB director on behalf of the certification body.

A full set of logos and guidelines will be supplied for use within approved materials. Providers of certificated training services may include the following statement within their promotional materials as well as in course documentation (use of the statement or any other statement is prohibited until certification has been awarded):

**The following training programmes are certified as complying with the Restraint Reduction Network Training Standards 2019 (list).**

**The following senior trainers are contracted by the training organisation to deliver the certified training services.**

**The following affiliated (satellite) service providers are licensed by the training provider to deliver certified training services within their own organisations (list where applicable)**

The training manager for a provider of a certificated training service **must** ensure that the date of the expiry of their certification status for each programme is in the public domain, and that it is clearly visible in promotional literature and on the certificates issued to participants of the training programmes. Failure to comply with this, or any misrepresentation, may result in suspension or removal of certification.

Please note the following, which constitute misrepresentation of certification:

- Listed trainers and approval of curricula are **not** transferable to other training providers
- Certified programme/curricula status **cannot** be used for any training programme(s) which have not been approved by the scheme
- Trainers are listed on the CAB website to deliver the approved programme(s) only and must **not** refer to their authorised status for any other programmes or in any other context
- Certified programme status is **only** applicable to programmes that have a restrictive intervention component

## Process for re-submission after failure to gain certification

Training providers who fail to gain certification for their services (this may include individual programmes/curricula or senior trainers who do not meet the RRN Training Standards) are entitled to re-submit a revised application to panel within three months of receiving their panel feedback. There can only be **one re-submission**, at no extra cost. A re-submission will focus on the areas where the submission had failed to meet the Restraint Reduction Network Training Standards 2019. In some circumstances this may require a second assessor visit. Training providers who fail to gain certification for their services also have the opportunity to appeal against decision.

## Stage 6: Maintaining certification and surveillance

Once a training provider has had training services certified, it enters into a three-year quality assurance cycle (see figure 2 above for details of three-year cycle).

The training provider must update their submission at least every year (addressing any actions or recommendations). Once certificated there is no need to repeat 1a above.

Over the three-year cycle surveillance observations will be made on at least 20% of all:

- senior trainers
- training programmes /curricula
- affiliated (satellite) service providers who use the training provider's trainer model in-house

The training provider will be required to re-attend panel at least every three years ensuring the list of curricula, senior trainers and affiliate organisations remains up to date.

The quality assurance checks enable training providers to demonstrate continued compliance to the Restraint Reduction Network Training Standards 2019, a commitment to restraint reduction, and continuous improvement.

# 3. Appeals, complaints and suspension or termination of certification

## Appeals to certification body

Appeals may be made against:

- decisions by CAB director
- decisions made as the result of a complaint
- decisions made to suspend or terminate certification or any part of certificated services including approval for individual programmes, authorisation for individual trainers or for individual affiliated service providers delivering training services

## Appeals against decisions

Appeals against a decision shall be made in writing to the certification scheme coordinator within 14 working days, following the date of decision. The certification body will acknowledge receipt of the appeal within five working days. The appeal shall be assessed by the certification body in line with the certifying bodies appeal and complaints policy provided to training providers.

An appeal may relate to a complaint or a decision to suspend or terminate certification (or any part including approval for individual programmes, authorisation for individual trainers or for individual affiliated service providers delivering training services). On receipt of the appeal, the certification body, will acknowledge receipt of the appeal within five working days and provide the person or organisation who wishes to appeal with a copy of the appeals procedure.

## Complaints or concerns received about providers of certificated training services

Training providers will be required to ensure that they have provided clear guidance related to 'how to complain' for any service providers who commissions their training, individual, family/carer, or advocate.

Any complaints made to the certification body about any aspect of a certificated training service will initially be referred back to the respective training provider. (This must also be made clear within a training provider's 'how to complain' documentation). Any response or documented resolution agreed with the complainant by the training provider must be copied to the Restraint Reduction Network and the manager of the certification body.

Complaints raised directly with the certification body will only be dealt with in relation to certificated training services and where there is believed to have been an alleged breach of the Restraint Reduction Network Training Standards 2019. If there is evidence of a breach, the provider of certificated training will have **14 working days** to evidence effective resolution related to the breach. Please note this period is at the discretion of the certification body manager who will assess the severity of the breach and risk. The certification body manager has the authority to instigate an immediate suspension pending investigation if the breach is likely to pose an immediate risk.

If providers of certificated training fail to comply within the stated timeframe, the certification body has the right to refer to a certification panel for an urgent review of their certificated status. If a recall to the certification panel is required, then a training provider can expect consideration to be given to suspension or removal of their certification.

The certification body will only deal directly with complaints if the complainant has not received a satisfactory response from the training provider based upon their complaints procedure; or if the complaint is of such a serious nature that it requires an immediate response.

Dependent on the nature of the complaint, the certification scheme body reserves the right to refer the complaint to the appropriate authority/organisation, e.g. police, LEA, social services, Care Quality Commission, Ofsted, or the certification panel.

All documentation relating to the complaint will be kept confidentially on file for seven years.

## **Concerns or complaints received about the certification body**

The standards and scheme:

- will encourage resolution of problems by informal means wherever possible
- will provide a clear, accessible and well publicised procedure for handling feedback
- will ensure concerns, complaints and appeals are dealt with quickly, fully, fairly and confidentially
- will ensure timely resolution

Where the certification body has failed to achieve this standard, any stakeholder has the right to raise a formal complaint to the certification body (copying in the Restraint Reduction Network).

When a concern or complaint is made relating to the certification body, personnel employed by the scheme, or members of the panel, the certification body will acknowledge receipt of the concern or complaint within five working days. They will also provide the person or organisation who has had a concern or complaint with a copy of their concerns and complaints policy.

Wherever possible, the certification body will aim to resolve any concerns at the earliest opportunity without the need for the training provider to make a formal complaint. Where the scheme is unsuccessful in achieving this, any stakeholder has the right to make a formal complaint.

In the case of a formal complaint being made, the certification body will follow their concerns and complaints policy, and will appoint an investigating officer who will gather and verify all the information needed to investigate the complaint. The investigating officer will be appointed on the basis of having no conflict of interest or direct managerial responsibility for the subject of the complaint, or the part of the certification process about which the complaint is being made.

Any decision resolving the complaint or review, and approval of any decision regarding the complaint, will be made by a person not involved in activities relating to the complaint. Where a complaint is upheld the certification body must notify the Restraint Reduction Network as scheme owner. If the complaint owner is not satisfied with the outcome of the complaint and wishes to appeal the decision, it will be escalated to the Restraint Reduction Network as scheme owner.

## **Criteria for suspension or termination of certification**

Suspension or termination may relate to the certification of all training services or any part including approval for individual programmes/curricula, individual senior trainers or individual affiliated (satellite) service providers delivering training services. A training provider may have the certificated status suspended or terminated in the following circumstances:

- discriminatory actions or practice
- misrepresentation of certificated status

- malpractice following a formal enquiry, involving a recognised agent of the state, for example Care Quality Commission, Ofsted, the police or the coroner
- failure to conform to training standards
- failure to take necessary action after being advised of necessary remedial actions
- non-payment of fees
- breach of contract with certification body
- misuse of certification body logos

## **Suspension or termination by the certification body**

If the certification is suspended by the certification body on any of the grounds specified above, the certification body will clearly communicate to the training providers and Restraint Reduction Network in writing:

- the reason for the suspension or termination
- the remedial actions needed by the training provider to end suspension and restore certification. Remedial actions usually need to be completed within 14 days but this is at the discretion of the certification body
- any actions the certification body is taking to resolve the suspension, which may include re-assessment, and review
- the modifications being made to certification documents and public information while the suspension is resolved
- any modifications that will be made to certification documents and public information if the certification is reinstated under condition of any reduced scope of certification
- whether or not the provider will need to resubmit to panel, who will review the new evidence

When the training provider provides evidence of remedial action the certification body will review the evidence. The certification body will then either:

- request more evidence from the training provider, or
- recommend that the evidence is referred to a review panel (in which case, the panel date will be communicated to the training provider)

In some circumstances, where there have been minor breaches, the certification body has the authority to reinstate certification if the evidence of remedial action is satisfactory.

If suspension is not resolved within specified timescales, or the decision of the panel after they have reviewed the new evidence is to terminate certification, the certification body will give notice of termination of certification under the scheme in writing to the training provider.

The termination notice will clearly state:

- the reason for termination
- the appeal process
- the modifications that are being made to certification documents and public information in light of the termination

## **Termination of certification by training provider**

If the training provider wishes to withdraw from the certification scheme or parts of the certification and terminate certification for the whole or parts of the certification, the certification body will make the necessary modifications to certification documents and public information within seven days of the notice of termination.

## **Declaration of interest**

Staff employed or contracted by certification bodies must complete a declaration of interest form every year and declare any perceived or actual conflicts of interest as and when they arise that may prevent them from operating impartially as a panel member under impartiality requirements of ISO certification standards.

A conflict of interest that would prevent a person from taking up a role as an assessor or panel member or any other role within a certification body for the scheme could be:

- If a person is associated with a commercial training provider that provides certified training services under the scheme and is either:
  - paid directly by them to deliver training or consultancy
  - provides consultancy to them
  - is employed directly by them
  - has any financial interest in the company
  - delivers their model of training within any organisation through a train the trainer programme or other scheme
  
- If a person is working for a non-profit organisation who is also a training provider (such as an NHS Trust), and is either:
  - directly associated with the training delivery
  - responsible for managing any aspect of it

Conflicts of interest would also include personal relationships, financial interests or other connections to applicant training providers.



## 4. Changes to the Standards

When any changes are made to the Standards these will be clearly communicated by the Restraint Reduction Network together with a timeframe for compliance with updates.

The certification body will need to ensure that the self-assessment form is updated and training providers will need submit the updated self-assessment to evidence compliance with any revised standards. Providers will not be expected to reapply for certification every time minor changes are made to standards. The certification body will scrutinize evidence as complying with revised standards. Compliance with the new Standards must be completed within six months to maintain certified status.

In the event of non-compliance the certification body will make a decision about suspension of certification dependent or remedial action required and communicate this to the training provider.

## 5. Assessor Competency

All training organisations must have a named assessor. All new assessors must meet the competency criteria of the Restraint Reduction Network scheme and be subject to a peer review facilitated by CABs.

Restraint Reduction Network will issue the competency criteria and peer review criteria to CABs. Assessors that do not meet the criteria may shadow but not lead an assessment.