

**NSCB Multi Agency Training
Annual Report
April 2016- March 2017**

Overview

The training year began with a strong endorsement from Ofsted about the quality and impact of the NSCB multi-agency training programme:

“Learning from SCRs impacts positively on service development and informs training. The multi- agency training plan is comprehensive and is responsive to emerging issues. Multiagency attendance on training courses is good and e-learning courses are widely available. Evaluation includes a rolling programme of telephone surveys amongst different groups of practitioners and managers.”

And:

“The Board delivers a well-regarded programme of face-to-face training and elearning opportunities and this is supported by partners who provide the trainers. Practitioners and managers spoken to across a range of agencies, including schools, confirmed that training is of a high standard and improved their practice. A telephone survey of children’s services managers was undertaken in 2015 that provided some very positive feedback.”

These findings contributed to the overall grading of the Board as ‘Good’.

The programme has continued to change and develop according to national developments (changes to legislation and guidance) and local changes (eg re-structuring of services, Post-Ofsted action plan) and also to reflect and communicate messages from both national local Serious Case Reviews and Domestic Homicide Reviews.

There has also been further development of our partnership approach to training by joining with the Safeguarding Adults Board to offer shared learning events on common themes. Therefore our new courses on Impact of Substance Use in Families, Hate Crime and Multi-Agency WRAP are part of the joint training offer across the children and adults workforce. Similarly, we have continued to identify opportunities to share training events with Newcastle and North Tyneside, with the delivery of joint MAPPA Briefings this year.

The quality and breadth of the training offer is made possible because of the knowledge, expertise and commitment of the multi-disciplinary training team. This enables almost all of the training to be provided ‘in-house’, ensuring local relevance and responsivity to local need. The links with current professional practice within Northumberland are highly appreciated by course, delegates and local learning can be embedded rapidly and effectively into training.

2016-17 has also seen a transition in the provision of e-learning on behalf of the NSCB. The e-learning contract with Virtual College has been almost completely phased out and the move had been to offer these courses via Learning Together (the NCC Learning Platform). This transition is still in progress; core courses on safeguarding children at two levels (for non-children's workforce and for the children's workforce), Child Sexual Exploitation and an Early Help course are now available and a suite of additional courses (eg domestic abuse, MAPPA) are in the development and quality assurance process. Considerable work has gone into ensuring that the 'off the peg' Learning Pool courses have been customised to reflect Northumberland's thresholds, procedures and guidance, with links to NSCB documentation. This has included reviewing the amended content with appropriate senior managers as part of the quality assurance process.

Another significant development in 2016-17 has been the introduction of online booking for NSCB learning events, also via Learning Together. This has been a major change in the application and certification process and over the course of the year we have identified and addressed a number of teething difficulties. The LDU helpdesk staff have supported many learners to access and navigate the system. At the present time, most partner organisations are able to access the Learning Together site and their staff have been registering for individual learner accounts. GPs and some voluntary organisations do not, as yet, have access and so we are currently running a separate booking system for these workforce groups. The huge benefit of Learning Together is that it creates individual learner records for each attendee, capturing both face-to-face attendance and e-learning completion.

Ten Years On - Growth in a Decade

On a personal note, it is now ten years since I was appointed to lead and co-ordinate the delivery of multi-agency training for NSCB and this milestone has led me to reflect on how the programme has grown and developed over this decade:

Measure	2006-7	2016-17
Multi-agency training events delivered	24	80
Total of multi-agency training days delivered (fte)	26.5	57
No of course themes/topics	16	31
No of delegate attendances at multi-agency training	552	1462
No of trainers/facilitators from NSCB partners (contributions in kind)	6	33
No of multi-agency events externally commissioned (costed)	14	9
Income generated	£0	£18,380

Headline Statistics 2016-17

Multi-agency programme learning events delivered.	80
Days of multi-agency training provided (full time equivalent)	57
No of attendances at multi-agency learning events	1,462
Average attendance at each learning event	17
Learning events cancelled	6
Additional multi-agency learning events delivered in response to emerging and identified need	6
Learning events postponed/rescheduled	2
No of NSCB partnership facilitators who contributed to programme delivery	34

Reporting Against Quantitative Measures in NSCB PP&T Work Plan

Measure	Achieved?
95% of programmes scheduled take place	93% of scheduled programme events took place and an extra 7% of learning events were provided in addition to the original programme schedule
100% of delegates say session met need	99% of delegates say session met need
100% of delegates reporting session quality as good or excellent	98% of delegates rated training as good or excellent over 2 criteria: <ol style="list-style-type: none"> 1. Quality of delivery 2. Quality of information and materials 73% of delegates rated training as excellent over these criteria
≥ 90% occupancy recorded for all events	91% occupancy based on average of 20 delegates per event
≤ 5 %no show rate	5% no show rate
≥ 5% sampling carried out on all learning events to assess quality and learning	Post course evaluation was completed on 80% of courses. Longitudinal impact survey was conducted on domestic abuse training

Attendance at Multi-Agency Training - By Agency

YEAR	NCC	NHCT	NTW	Police	Prob / CRC	VCS	School	GP	Other	TOTAL
2016-17	685	235	50	1	5	99	178	62	134	1462
Comparison with Previous Years										
2015-16	616	224	112	1	2	75	198	57	73	1,366
2014-15	785	213	76	16	5	153	179	61	56	1,547
2013-14	616	250	69	14	11	166	118	114	57	1,424

Attendance at Multi Agency Training - By Course, By Agency - See Appendix 1

Delivery of Multi-Agency Training - No. of Days of Trainer Time Provided Per Agency (& No. of Trainers)

YEAR	NCC	NHCT	NTW	Police	Probation & CRC	VCS	Commissioned (funded by NCC)
2016-17	54 (13)	22 (8)	8 (4)	2.5 (2)	1 (1)	2 (2)	10 (5 providers)
Comparison with Previous Years							
2015-16	55.5	14	12	2.5	2	0.5	11
2014-15	62.5	19.25	13	2.25	0.5	5	14
2013-14	64.5	22	15	2	0.5	3	10

E-Learning

During this final year of the contract with Virtual College, there were 1702 course completions for the Awareness of Child Abuse and Neglect courses:

Schools	NCC	Early Yrs	VCS	N'land Sport	GPs	NHCT	NTW	Fire & Rescue
884	524	229	64	14	9	4	4	3

The completion of additional Virtual College safeguarding e-learning modules was as follows:

Awareness of Domestic Violence	45
Early Child Development	23
Young People's Development in Social Care Settings	14
Hidden Harm	44
Parental Mental Health	30
Sexual Exploitation	65
Short Breaks for Disabled Children	14
Self Harm and Suicidal Thoughts in YP	47
Working with Disabled Children	24

Additional Learning Events Provided to Support NSCB Priorities and Partners' Training Needs

- 4 'Eve' SCR Briefings
- 4 Neglect Strategy Roadshows
- 5 Operation Encompass Briefings for schools
- Regular Sexual Exploitation Briefings for taxi drivers (condition of licence)
- 2 Child Development days for Northumbria Police
- 2 Self Harm sessions for schools
- 25 Safeguarding in Education sessions for schools
- 4 DSL Roles and Responsibilities courses for schools
- 7 DSL Refresher courses for schools
- 2 days of bespoke safeguarding training for an alternative education provider
- 2 Working with Attachment and Loss in Schools courses
- 1 Domestic Abuse course for a GP surgery
- WRAP training for schools across the County
- Bespoke child protection refresher and working with adolescents courses for one of the new Early Help teams to support transition to a 0-19 service
- Neglect Toolkit training from Action for Children
- 4 Thresholds Document Consultation Events for Schools

Voluntary Sector Training on Behalf of NSCB

VoiCeS Northumberland continue to provide a range of safeguarding training for the voluntary and community sector, using training materials developed and updated regularly in line with NSCB quality assurance standards. They use the same course evaluation

criteria as all other NSCB training and also undertake a 3-month follow up impact evaluation. VoiCeS make a nominal charge of £10 per person to offset some of the cost of delivering these courses and in 2016-17 they funded the remaining costs from their organisational reserves.

Course Title	No of Participants
Awareness of Safeguarding Adults and Children	83
Introduction to Safeguarding Children	5
Designated Person in VCS	23
#safenorthumberland (for 14-18 yr olds)	51

In addition to this NSCB approved provision, VoiCeS also provides the following safeguarding-related courses for VCS groups:

- Safer Recruitment
- Safeguarding for Trustees
- Are They Safe?

A more detailed report of VoiCeS training will be considered at the Policy, Procedures & Training (PP&T) Sub-Committee.

Course Review and Quality Assurance Process

Throughout 2016-17 the PP&T Sub-Committee have been considering the regional quality assurance framework developed by North East Safeguarding Trainers (NESCT) and establishing systems to implement this. This has included having a standard agenda item of course review at each meeting; the committee identify one of the courses on the programme for presentation at the next meeting. Feedback from committee members is then used to inform the updating of course materials. This year the committee has considered the content of the following courses:

- Neglect
- Physical Abuse
- Fabricated or Induced Illness
- Sexual Abuse

These courses were selected because they related to changes in local procedures and local SCR recommendations or were linked to government and Ofsted priority themes.

We have also successfully piloted use of the Trainer Observation process and committee members have agreed to act as 'observers' at a range of courses in the 2017-18 calendar.

In order to further enhance the process of embedding learning from case reviews, the Learning and Development Officer has been invited to sit on the Serious Case Review

Committee. Although this is quite a recent development, it is already proving effective in ensuring that learning can be embedded in training in a timely and effective manner.

The Training for Trainers and Trainers Quality Assurance Development Forum continue to support partner agencies in delivering up-to-date, relevant and interactive safeguarding training. Recent feedback from the Youth Service highlights the value single-agency trainers place on this service:

"In the Youth Service we ensure our Lead Professionals are up to date with current policies, thinking and cases. The NSCB training for trainers and quality assurance forums mean that we can do this. We deliver to our staff annually and so need to keep the training fresh and relevant. We also deliver this training to Voluntary Sector colleagues to help with a unified approach across the county. Without the support from the Board trainers we would not be able to deliver to such a high standard"

Impact Evaluation and Learner Feedback

The focus for longitudinal impact evaluation this year has been domestic abuse training and this has included the use of impact evaluation questionnaires for specific courses but also taking structured feedback from:

- NDAS about how NSCB training has supported staff and service development
- GPs who requested bespoke domestic abuse training for themselves and their surgery staff

Feedback included:

The training was delivered to both clinical and non-clinical staff in the same session and delivered at the right level. The quality of the training was excellent with interesting presentation/facts and examples. Staff commented that the session covered lots of information and scenarios and felt the trainer covered a very sensitive and difficult subject very well. (GP Practice Manager)

Staff are more aware of types of abuse
Aware of where patients can be signposted for help
Knowledge of problems and awareness of how to help patients
Amazed/shocked at the statistics – didn't realise it happened so much (GP Practice Manager)

The training enabled me to attend MARAC meetings with confidence, it also prevented me and other staff members becoming 'risk averse' and submitting irrelevant referrals. (NDAS)

The training provides both national and local statistics to show prevalence. Information on risk factors, Northumberland Thresholds, C & F assessments. It is a great opportunity for networking as attendees are from multi-agencies. It is delivered in a safe learning environment with health warning given at the outset. I think the quality of the training is high standard with clear key messages and learning points for participants to take away with them. Language is clear and jargon free. It provides a multi-agency approach to identifying domestic abuse, sharing information about risk and support agencies. (NDAS)

Since attending, the social worker has used the Safer Lives risk assessment and the training increased her knowledge and confidence to do this. The training helped her to consider the impact on children and she will use this in assessment. (Social Work Manager)

Changes to the Training Team

New trainers from Northumberland Domestic Abuse Service and Escape are bringing their specific expertise to the planning and delivery of relevant courses and the lead trainer from the Safeguarding Adult Board is supporting NSCB training by delivering a number of the 'shared' learning events. We continue to have strong multi-disciplinary delivery teams for each course, enabling us to role model effective inter-agency working and provide delegates with a multi-agency perspective.

Income and Expenditure

Income (as per NSCB charging policy)		Expenditure	
Attendance at multi-agency training	£16,980	Venues and refreshments	£4,300
Non-attendance at multi-agency training	£1,400	Externally commissioned training	£5,600
TOTAL INCOME	£18,380	TOTAL EXPENDITURE	£9,900

When looking at these figures it is significant to note that:

- During the transfer from the 'paper' booking system to the online Learning Together one, we temporarily suspended application of the non-attendance charges for one term to ease transition. (Attendance charges remained in place).
- Although we still provide tea/coffee on courses, we stopped paying for biscuits if they incurred an additional charge (ie at West Hartford Fire Station). This has resulted in a significant reduction in expenditure on refreshments.
- Expenditure on delivery of the programme has been reduced by approx. 30% since 2015-16

In addition to the costs of the multi-agency training programme, the Virtual College licence costs for NSCB were as follows:

- £8,000 for the e-learning contract
- £8,000 for the Section 11 Audit Tool

Achievements and Future Planning

Throughout this training year, we have maintained the depth and breadth of the multi-agency training programme. The Ofsted validation has endorsed its quality and effectiveness.

We have made a successful transition to online booking for most learners and one of the key tasks in 2017-18 will be to build up the suite of e-learning available to partner organisations via Learning Together.

Anne Lambert,

Learning and Development Officer

April 2017

Appendix 1

Attendance at Multi Agency Training - By Course and By Agency









