

NSCB Multi Agency Training - Annual Report April 2017 - March 2018

Overview

The NSCB Multi-Agency Training Programme has been successfully delivered throughout 2017-18. The vast majority of scheduled courses were facilitated as planned, and where rescheduling was required (e.g. during the snowy weather), all delegates were all provided with alternative training dates.

The programme is based on a core offer of training, promoted via the training catalogue issued in March/April each year. However there is also flexibility to provide additional learning events as local and national issues arise and this ensures that the children and families workforce in Northumberland is offered appropriate training in a timely manner.

This year, the main addition to the scheduled programme was the development and delivery of six Serious Case Review Carousel Events to communicate learning from the Molly, Natalie, Kirsty and Olivia reviews, as well as findings from the NSCB audit of local neglect cases. These events, attended by over 225 delegates, were structured around three workshops looking at sexual abuse, physical abuse and neglect and were delivered in north, west and central venues to maximise access across the county. They highlighted particularly the role of fathers, the voice of the child and the significance of chronologies. Feedback showed that delegates found the content “powerful and hard-hitting”, “really well-presented and worthwhile” and “very effective and manageable bite-size sessions: felt safe to participate”:

“Every time I attend one of these sessions it raises my awareness and sharpens my questions and responses. They are extremely useful tools for practitioners and managers.”

Demand for places on the Carousel Event continues and therefore a further event is being planned for June 2018.

The training coordinator’s membership of the NSCB Serious Case Review Committee also ensures that all identified learning can be embedded rapidly and effectively into existing scheduled courses, thus implementing action plans as quickly as possible. Course content for each scheduled learning event is revised and updated every time it is delivered.

Further training initiatives introduced in 2017-18 included piloting a twilight partnership learning event with Northumberland College. This session focused on developing resilience in children and young people. We plan to build on the success of this pilot by holding future events on a twice-yearly basis, with the NSCB providing an expert speaker and the college contributing venue and refreshments. This will

provide opportunities for college staff and students to train alongside a multi-agency group of professionals.

The quality and breadth of the NSCB training offer is made possible because of the knowledge, expertise and commitment of the multi-disciplinary training team. Thirty-five local professionals from partner agencies contributed to the 2017-18 programme. This enables almost all of the training to be provided 'in-house', ensuring local relevance and responsiveness to local need. The links with current professional practice within Northumberland and local policies and procedures are highly-appreciated by course delegates.

The full transfer of e-learning to NCC's Learning Together platform is now complete and our contract with Virtual College has been terminated, including purchase of the Safeguarding Audit Tool.

The use of online booking via Learning Together is now well established for all local agencies apart from GPs and private companies.

One of the key areas for development in 2017-18 has been to provide a multi-agency training offer which implements the Northumberland Early Help Workforce Development Plan. This has involved identifying key shared priorities for partner agencies and developing new courses and learning events which build knowledge, skills and confidence in the wider workforce when working with specific issues. NHCT's Resilience Strategy (linked to the government's agenda to address child and adolescent mental health) has provided a multi-agency forum to identify local need, develop appropriate learning opportunities and recruit training facilitators with the necessary expertise for each topic. The outcome of this work is that from April 2018, there is a substantial and still-developing programme of learning to support the implementation of early help and provision of social care services to children and families. As the NSCB is providing governance and quality assurance processes for this training, the Board will receive regular reports on progress and effectiveness of this programme.

Headline Statistics

Multi-agency programme learning events delivered.	75
Days of multi-agency training provided (full time equivalent)	61.75
No of attendances at multi-agency learning events	1,403
Average attendance at each learning event	19
Learning events delayed or rearranged/rescheduled <i>NB 100% of delegates were provided with alternative dates</i>	12
Additional multi-agency learning events delivered in response to emerging and identified need	8
No of NSCB partnership facilitators who contributed to delivery	35

Reporting Against Quantitative Measures in NSCB PP&T Work Plan

Measure	Achieved?
95% of programmes scheduled take place	88% of scheduled programme events took place. All delegates on rearranged courses were able to access the training on an alternative date. In addition to the original programme, an extra 14% of learning events were provided in response to emerging issues/need.
100% of delegates say session met need	99.6% of delegates say session met need
100% of delegates reporting session quality as good or excellent	98.6% 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 80% of delegates rated training as excellent over these criteria
≥ 90% occupancy recorded for all events	93% 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 70% of courses.

Attendance at Multi-Agency Training - By Agency

YEAR	NCC	NHCT	NTW	Police	Prob / CRC	VCS	School	GP	Other	TOTAL
2017-18	723	327	46	16	2 / 2	60	106	43	65	1403
Comparison with Previous Years										
2016-17	685	235	50	1	5	99	178	62	134	1462
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

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	CCG	Commissioned (funded by NCC)
2017-18	51.75 (14)	25.75 (11)	10 (4)	2.25 (3)	0	3.75 (5)	2.5 (1)	10 (4 Providers)
Comparison with 3 Previous Years								
2016-17	54	22	8	2.5	1	2		10
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

E-Learning Module Completions via NCC's 'Learning Together' Platform

Course Title	Completions
Safeguarding and Child Protection for the Children's Workforce	751
Child Sexual Exploitation	282
Children with Disabilities	111
Domestic Abuse and Safeguarding Children	66
Early Help for Children and Families	37
Emotional Abuse	54

Female Genital Mutilation	276
Forced Marriage and Honour-Based Violence	73
Human Trafficking	23
MAPPA	15
Private Fostering	23
Modern Slavery & Human Trafficking	29
Child Protection Processes	60
Prevent	2,197
Safer Recruitment (Wider Children's Workforce)	13

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

- Serious Case Review Carousel Events
- Operation Encompass Briefings for schools
- Sexual exploitation briefings for 118 taxi drivers (condition of licence)
- Child development training for Northumbria Police (Detective Skills Training)
- WRAP training in schools and GP practices
- Neglect Toolkit - Training for Trainers
- Neglect Toolkit Awareness Training - locality based
- Anxiety Management in Children and Young People - multi-agency training
- Bespoke safeguarding training for specific work teams (eg Careers Guidance, Families First)
- Motivational Interviewing training for health visitors, breast-feeding advisers and school health staff - locality based
- Motivational Interviewing for Early Help teams
- Understanding Adolescence course for Early Help teams
- Communicating with children workshops for Early Help team
- Outcome Star - multi-agency training
- Safeguarding Children training for Northumberland National Parks
- Whole school staff Safeguarding in Education training
- Designated Safeguarding Lead for Schools - newly appointed and refresher courses
- Child Protection Update for Schools
- Early Help training - introduction, lead professional and train the trainer courses
- Designated Safeguarding Lead in Early Years - new refresher course

Voluntary Sector Training

VoiCeS Northumberland have continued to provide safeguarding training for local voluntary and community sector groups across Northumberland. This includes:

- Basic awareness of safeguarding children and adults
- Specific safeguarding children training
- Designated Safeguarding Lead training
- Safer Recruitment training
- E-Safety training (in line with CEOP requirements)
- Training for trustees and management committees on safeguarding requirements in the VCS

VoiCeS make a nominal charge for attendance to cover costs of delivery.

Local Authority Designated Officer - Awareness Raising

To support settings in understanding the role of the Local Authority Designated Officer and safer working practice, the Northumberland Designated Officer delivered training at 37 learning events (1,679 delegates). The audiences included schools, alternative education providers, foster carers, school transport providers, residential workers, early years staff and church groups.

School Safeguarding Training

In September 2017, responsibility for the development and delivery of the following courses transferred to the Safeguarding and Wellbeing Team in NCC's Education and Skills Service:

- Designated Safeguarding Lead for Schools - Roles and Responsibilities
- DSL Refresher training

Some schools have purchased this via the team's Service Level Agreement, and others buy places on the training on a pro-rata basis. (New DSLs are also required to attend the NSCB Multi-Agency Child Protection course which sits outside the SLA and they are charged by NSCB for places on this training.) Whole staff training is also part of the SLA, although this can still be purchased on a pro-rata basis by any education establishment outside the SLA.

This change has obviously had a significant impact on income generated to support NSCB training which will be reflected in the financial section of this report (see below).

All schools have now received Operation Encompass training for named staff and support has also been provided to deliver whole-school awareness training in line with the Operation Encompass requirements. This has been achieved either by providing training materials for headteachers/DSLs or by directly delivering to school staff.

School-specific safer recruitment training has also been provided.

Quality Assurance

Reporting against the quality assurance targets on the Policy, Procedures & Training Work Plan is included in the headline statistics earlier in this report.

Throughout 2017-18, the PP&T Sub Committee have continued to review the content of key training courses provided by the Board. This has included:

- Emotional Abuse
- Modern Slavery Workshop (joint training with Safeguarding Adults Board)
- Review of Domestic Abuse training

There have also been trainer observations of three trainers as part of an ongoing programme of observations) using the North East Safeguarding Children Trainers (NESCT) regional template.

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 by providing them with new resources and materials. Evaluation of this support has demonstrated how much it is appreciated by the network of local trainers:

“Excellent update. So helpful to participate in meaningful professional discussion. The knowledge base was so obviously evidence-based which is so important and valued”.

(Lecturer from Northumberland College - member of the trainer network)

Domestic Abuse Training Strategy

With the appointment of a new Domestic Abuse and Sexual Violence Coordinator whose brief covers North Tyneside as well as Northumberland, we have reviewed our domestic abuse training strategy and are creating a new cohort of courses which are consistent across the two local authorities and offered by the Adult Safeguarding Board and LSCBs. Trainer teams from both areas have combined to develop the training packages. The new training provision is as follows:

- Domestic Abuse Awareness - half day course, which in Northumberland is offered on a multi-agency basis as part of the Early Help and Prevention programme
- Impact of Domestic Abuse - 1-day course. This replaces the half-day course (which had a specific focus on children) and addresses the impact on adults as well as children.
- MARAC - this half day course offer is retained but is being reviewed and updated

A training for trainers event for the Impact of Domestic Abuse event was attended by delegates from the statutory and voluntary sector across both North Tyneside and Northumberland and this has equipped a multi-agency team to deliver the course. A similar process is planned for updating of the MARAC training.

The strategy will be kept under review and may need to be amended again in light of the Police and Crime Commissioner's ambition to introduce accredited domestic abuse training across the Northumbria police area.

Changes to the Training Team

Membership of the multi-agency training team continues to change and develop according to staff changes and agency configuration. However the dedication and commitment of the individual trainers and their employing agencies has been maintained throughout the year with new members joining the existing team on a regular basis.

Income and Expenditure

Income (as per NSCB charging policy)		Expenditure	
Attendance at multi-agency training	£9,000	Venues and refreshments	£7,300
Non-attendance at multi-agency training	£2,650	Externally commissioned training	£5,700
Bespoke safeguarding training sessions	£5,610		
Sale of places on DSL for schools training before introduction of SLA (ie April - July 2017)	£3,550		
TOTAL INCOME	£20,810	TOTAL EXPENDITURE	£13,000

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May 2018

Appendix 1: Training Attendance

By Course and Agency











