



NSCB Multi-Agency Training Annual Report 2018-19

During 2018-19, there was a broad multi-agency training offer available to NSCB partner organisations. This included the scheduled programme and a number of additional events which were developed in response to emerging local, regional and national issues and serious case reviews.

There has been a particular focus on reviewing the training offer around domestic abuse with the development of regional learning packages by the Office of the Police and Crime Commissioner (OPCC). There was also a series of successful workshops developed and delivered specifically as part of Domestic Abuse Awareness Week.

Key learning from multi-agency case reviews and NSCB case audits have been embedded into training quickly. In response to unmet demand, an additional carousel event was provided, sharing learning from the 'Kirsty', 'Natalie', Molly' and 'Olivia' serious case reviews and there were learning events around the County addressing the learning from Operation Sanctuary and the 'Sarah' DHR.

To support the NSCB priority related to Early Help and Prevention, a second multi-agency training programme has been provided to complement and support the safeguarding training offer. This brings together some existing training (eg Introduction to Early Help) with many new learning events relating to emotional health and wellbeing, including tools and techniques for working with children and families. *(Details and data relating to the Early Help and Prevention programme are not included in the main body of this report, but are outlined in Appendix 1).*

The multi-agency programme continues to be predominantly facilitated by staff from partner organisations, with only three topics being commissioned from external providers

- Signs of Safety
- Children who Display Sexually Harmful Behaviour
- Working with Uncooperative and Resistant Families.

The skill, knowledge and professionalism of the trainers is regularly praised by delegates:

"The person doing the course was very knowledgeable and had a good understanding of the area.
Very open and honest course"

"Fantastic and knowledgeable course - thank you. My support for children and families will be a lot more thorough because of the learning experience of this course".

“Clear delivery of the topic, excellent presentation and good activities to reinforce the learning”.

“My knowledge and understanding of attachment and ACEs has been greatly enhanced (again). I have thoroughly enjoyed these 2 days and delivery of the course was engaging and kept me focused. The chance for professional dialogue was invaluable. I am leaving enthused about ways to support pupils further in the schools I work with. Thank you.”

Attendees also frequently comment on the benefit of training in a multi-agency group where knowledge is shared by delegates as well as trainers:

“It has really helped to listen to professionals on the ground - this aspect makes the knowledge concrete.”

Training is regularly updated in light of new statistical information, local and national learning, recent case reviews and audits and current research findings. The Policy, Procedure and Training Sub-Committee has a rolling programme of course review to ensure compliance with NSCB's quality standards for training and local policies and procedures.

Over 2018-19, the multi-agency training offer has developed flexibly in response to local need with the following learning events being provided in addition to the initial training schedule:

- Training for Trainers in Safeguarding Children for VoiCeS to build capacity for VCS training
- Additional SCR Carousel Event to address waiting list from 2018-19 offer
- 8 Operation Sanctuary/Sarah DHR events
- Additional E-Safety session provided by Northumbria Police
- Working with Perpetrators of Domestic Violence and Abuse provided by CRC
- MARAC Training for Trainers in response to updated process
- 3 Domestic Abuse Awareness Week Workshops

There was a particularly high demand for places at the Working with Perpetrators of Domestic Violence and Abuse course with many applicants being disappointed not to get a place at the training. Unfortunately CRC were not able to offer any additional sessions.

Key Data

Total no. of learning events delivered	80
Total no. of attendances at learning events	1463
Average attendance at learning events	18
Total days of training provided (full time equivalent)	57.5
No. of facilitators from partner organisations contributing to training	35
Learning events delayed, re-organised or rescheduled	8

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 on the date specified; some courses and event were reorganised due to the numbers applying being below minimum levels. All delegates on rearranged courses were offered access to the training on an alternative date. In addition to the original programme, an extra 19% of learning events were provided in response to emerging issues or to increase capacity where places were in high demand. We therefore delivered 8% above the planned provision.
95% of delegates say session met need	99.7% of delegates say session met need
95% 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 80% of delegates rated training as excellent over these criteria <div> <i>"I just wanted to say thank you so much for all of your amazing insight. I have learned so much and your enthusiasm and lived examples are something that I will always remember"</i> </div>
≥ 90% occupancy recorded for all events	90% occupancy based on average of 20 delegates per event
≤ 5 %no show rate	3% 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.

Attendance at Multi-Agency Training - By Agency

YEAR	NCC	NHCT	NTW	Police	Prob / CRC	VCS	School	GP	Other	TOTAL
2018-19	648	376	145	24	19	48	122	28	53	1463
Comparison with Previous Years										
2017-18	723	327	46	16	2 / 2	60	106	43	65	1403
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

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

YEAR	NCC	NHCT	NTW	Police	Probation & CRC	VCS	CCG	Commissioned (funded by NCC)
2018-19	58 (12)	22.25 (9)	12.5 (4)	5.5 (4)	1 (2)	2.25 (3)	0.5 (1)	7 (3 providers)
Comparison with 3 Previous Years								
2017-18	51.75 (14)	25.75 (11)	10 (4)	2.25 (3)	0	3.75 (5)	2.5 (1)	10
2016-17	54	22	8	2.5	1	2		10
2015-16	55.5	14	12	2.5	2	0.5		11

E-Learning

E-learning completions on NCC's Learning Together platform were as follows:

Course Title	Course Completions
Safeguarding and Child Protection for Children's Workforce	953 (almost entirely education settings)
Prevent	569
Female Genital Mutilation	237
Child Sexual Exploitation	118
Safeguarding Children with Disabilities	70

Emotional Abuse	57
Domestic Abuse and Safeguarding Children	56
Child Protection Processes	54
Honour Based Violence and Forced Marriage	46
Modern Slavery and Human Trafficking	40
Early Help for Children and Families	26
Private Fostering	25
MAPPA	14
TOTAL	2,223

Income and Expenditure

Income		Expenditure	
Attendance/non-attendance fees	£6650	Venue and refreshments	£7,408
Charges for delivery of commissioned training	£9,970	Training purchased from external providers	£4,705
TOTAL	£16,620*	TOTAL	£12,113

**This includes a fee of £6,000 for Learning and Development Coordinator undertaking delivery of mental health training contract for NHCT*

Over 90% of the training is provided as 'goods in kind' by NSCB partner organisations. However the infrastructure supporting the training is wholly funded by Northumberland County Council. This includes:

- Salary of Learning and Development Coordinator
- Administration of the programme (including help desk support)
- Production of learning materials
- Venue hire and refreshment costs
- Provision and management of learning platform 'Learning Together' for application process
- E-learning provision
- Funding of training commissioned from external providers (eg Signs of Safety)

The 'profit' generated by the NSCB charging policy and training commissioned from the training coordinator has been used to fund the venue costs for the new Early Help and

Prevention programme. Across the two training programmes we have an almost balanced budget between income and expenditure.

It should be noted that the £6,000 income for mental health training was unique to this year and will not be replicated in the next financial year. However it is hoped that implementing the non-attendance charging policy for multi-agency Early Help and Prevention training will go some way to underwriting the costs of the Early Help programme in future.

(Local Authority) Designated Officer Training

The Designated Officer delivered 23 training events on the LADO Role and Safe Working Practice. The sessions ranged in size from large events/conferences for schools, to small group events for specific teams. The total attendance at these learning events was 833.

Bespoke Training for Partner Organisations

The Learning and Development Coordinator for the NSCB programme has also supported single agency safeguarding training by providing bespoke sessions on child protection and related topics for the following partner organisations:

- Northumbria National Park Authority
- Northumbria Police
- Charlotte Straker Homes
- Early Year Settings
- Northumberland College
- 3 schools

The NSCB Business Manager also delivered bespoke training on safeguarding and County Lines for Northumberland Community Service Volunteers (CSV).

"I just wanted to say thank you again for the brilliant Train the Trainers Safeguarding Course I attended. I used several elements of it when I delivered to our paid training staff and they learned so much they have asked if I could redesign the training package they deliver to include it, so I have. Your one-day course has resulted in refreshed knowledge for all of our paid staff, our 80 volunteer trainers and the 16,000 volunteers they train."

Voluntary Sector Safeguarding Training

VoiCes Northumberland delivered the following safeguarding training to voluntary and community groups across the County:

Subject	No. of courses	Total no. of attendees
An introduction to safeguarding children	1	15
An awareness of safeguarding adults and children	9	72

Designated person for safeguarding children	1	12
Designated person for safeguarding adults	3	26
Mental Capacity Act training	2	15
Safeguarding for Trustees	1	6
Safe recruitment	1	5
E-safety staying safe online	3	20
Refresher – an introduction to safeguarding children	1	5
Refresher – an awareness of safeguarding adults and children	1	6
Total	23	182

Schools' Training

NCC's Education Directorate offers a Safeguarding Service Level Agreement to Northumberland schools and education providers. This includes Designated Safeguarding Lead and basic whole-school training. For those schools who do not buy into the SLA, training can be purchased from the Schools' Safeguarding Team using the same pricing structure as NSCB training.

During 2018-19, the Schools' Safeguarding Team delivered training as follows:

- 1,500 attended whole school safeguarding training
- 105 delegates attended New DSL training
- 178 delegates attended DSL Refresher training
- 200 school staff received Operation Encompass training

Early Years Training

NCC's Early Years Team provide safeguarding training specifically for daycare settings.

During 2018-19 they delivered the following:

- 3 Introduction to Child Protection courses (48 delegates)
- 2 Child Protection Refresher courses (34 delegates)
- 3 DSL New to the Role courses (59 delegates)
- 3 DSL Refresher courses (73 delegates)
- 2 Decision Making in Child Protection courses (52 delegates)

Anne Lambert

Learning and Development Coordinator

May 2019



Appendix 1 Early Help and Prevention Multi-Agency Training Annual Report 2018-2019

Background and Context

This has been the first full year of the Early Help and Prevention Multi-Agency Training Programme. Some of the courses in the programme were already offered by individual teams, but these have been brought together under one coordinated offer and supplemented by many new learning opportunities for the children and families workforce across Northumberland.

The training programme sits within the Northumberland Safeguarding Children Board for its governance arrangements and quality assurance. It is based on the principle that all courses are facilitated by staff from partner organisations who share their specialist knowledge and expertise with training teams often being multi-agency or multi-disciplinary.

Attendance at all courses is free of charge to anyone working with children or families in Northumberland. Charges are incurred for non-attendance without prior cancellation.

The training programme is structured in three sections:

1. Early Help process
2. Tools and techniques
3. Issue-based training

The issue-based learning events have a particular focus around emotional wellbeing, mental health and resilience in line with Northumberland's Resilience Strategy and the Mental Health in Schools trailblazer.

This first year of the training offer has seen some significant success with courses being well-attended and, in some cases, significantly over-subscribed. The initial training brochure, circulated in April 2018, has been supplemented with two further catalogues as the training offer developed over the year.

The Training Offer

Course Title	Facilitating Agency (Service)
Introduction to Early Help	NCC (Early Help Coordinators)
EHA Lead Professional Training	NCC (Early Help Coordinators)
Motivational Interviewing	NCC (L&OD) NHCT (Health Visiting)
Outcome Star	NCC (L&OD)
Neglect Toolkit	NCC (L&OD & North and West Early Help Teams)
Solution Focused Approach	NCC (L&OD) VCS (Barnardos SE Early Help Team)
Anxiety Management in Children & Young People	NHCT (Primary Mental Health) NCC (Education Psychology)
Bereavement and Loss	NCC (Education Psychology)
Child Development	NCC (L&OD) NHCT (Primary Mental Health)
Domestic Abuse Awareness	NCC (L&OD)
Hidden Sentence	NCC (L&OD) Northumbria Police (L&OD)
Introduction to Attachment	NCC (L&OD)
Introduction to ADHD	NCC (SEND) NTW
Introduction to Autism in Children & Young People	NCC (SEND) NTW
Introduction to Resilience	NCC (L&OD) NHCT (Primary Mental Health)
Managing Low Mood in Children & Young People	NHCT (Primary Mental Health) NCC (Education Psychology) NCC (L&OD)
Self Harm	NHCT (Primary Mental Health) NCC (Education Psychology)
Sorted Substance Misuse Training	NCC (Sorted)
Working with Sexual Orientation & Gender Identity	NCC (Education) VCS (Trinity Youth)
Young Carers: Awareness & Identification	VCS (VoiCeS)

In addition to these courses, the brochure has sign-posted to relevant training provided by NHCT's Integrated Wellbeing Service:

- Mental Health Awareness (Children and Young People)
- Childhood Obesity (Brief Intervention)
- Introduction to Sexual Health
- Supporting Parents and Carers to Facilitate Conversations around Growing Up, Puberty, Sex and Relationships

Key Data

No of learning events delivered	64
No of days training provided (full time equivalent)	32
Total number of delegate attendances	820
Average attendance at each learning event	13
No of facilitators who contributed to the programme	25
No of learning events postponed	1

Attendance (by Agency)

NCC	NHCT	NTW	Police	CRC/P rob	VCS	School	GP	Other	TOTAL
498	116	23	3	4	54	98	6	18	820

Training Days Provided (by Agency)

NCC	NHCT	NTW	Police	VCS
32.5	8.25	3	1	3.5

Expenditure

Trainer time and expertise is given as 'goods in kind' by partner organisations and therefore the only costs are administration of the programme (provided by NCC) and expenditure on venues which has totalled **£3,200**. This spending has been funded from income generated by the NSCB programme's charging policy for attendance and non-attendance. Trainers are expected to provide their own materials and resources for the courses they facilitate.

Feedback on Training

Post-course evaluation on each course demonstrates a high level of appreciation for the quality and relevance of the training across the whole programme. In addition to this we have had a number of emails providing 'unsolicited' feedback on the programme as a whole, but also providing positive feedback on specific courses, eg:

"Just wanted to say that coming from another Local Authority this is a really clear and thorough offer of training."

"I felt the training delivered was exceptional and I will most certainly feel more equipped when working with my young people in a counselling setting in the middle schools should they present with issues or not around gender identity and sexual orientation. Thanks so much for that. I now feel more aware of aspects of support required for a young person experiencing this."

"Thank you for the fantastic Solution Focused Approach training last week; it is brilliant to be part of such useful learning opportunities"

"I have recently completed my 3 month probationary period and I have completed numerous training courses... Although I have completed evaluation forms at the end of each course, I wanted to take time to thank you and your team for the invaluable and exemplary training you have provided."

I feel that I have gained a wealth of knowledge from a host of knowledgeable from experienced facilitators which have given me a fantastic toolkit to use in my new role. The diverse array of professionals attending the courses have given me insight into many different areas and the confidence to approach and signpost my families/caseload in the appropriate direction. I have also picked up so many useful tips and guidance from colleagues across Northumberland County Council and outside agencies. The courses I have attended have been very positive and have given me the confidence to explore and use the information gained in my everyday working."

Many thanks and well done for providing such informative and relevant learning."

We have also had delegates talk about specific examples of how they have used the content of training directly in their work with clients (both children and parents) and can evidence a 'golden thread' from content of training to impact on outcomes for children. Specific examples have included feedback on:

- Neglect Toolkit
- Bereavement and Loss
- Solution Focused Approach
- Anxiety Management in Children and Young People
- Outcome Star