

## THE IMPACT OF MULTI-AGENCY TRAINING MAKING A DIFFERENCE IN PRACTICE

In order to evaluate the effectiveness of multi-agency training delivered by the NSCP, a variety of methods are employed to achieve four goals:

- Ensure the learning outcomes for each course are being met;
- Enable continual evaluation by NSCB Learning and Development Sub Group to ensure courses are meeting the needs of staff;
- Inform the planning of future training;
- Ensure that messages from training are being embedded in practice.

The NSCP Learning & Improvement Strategy has been revised in 2022 in consultation with the Training & Development Group which meets quarterly to review courses and ensure they are both responsive to training need and are sufficient to meet demand.

### Methods of Evaluation

#### **eLearning**

Upon completion of an eLearning module learners are asked to complete an evaluation form asking a range of questions about course content and learning objectives to questions on the use of eLearning and how easy the system was to use. A summary of these evaluations is presented to the Training & Development Group on a quarterly basis through a report compiled by the Virtual College. The Business Office will also monitor evaluations on a regular basis identifying any trends or feedback to enable improvements in the training offer available to be made.

3 months after completion learners are sent an impact survey conducted using Microsoft Forms via e-mail to assess how learners have used the knowledge gained from completing the course in practice. The response rate for this survey will be monitored by the Business Office and also reported through the Virtual College quarterly report.

#### **Face to Face / Virtual Training Courses, Conferences and Learning Events**

All courses advertise the learning outcomes expected from participants by the end of the course. As recommended in the DCSF Research Report *'Outcomes of Interagency Training to Safeguarding Children: Final Report'*, evaluation forms used by the NSCP on half or full day courses remind attendees of the learning outcomes and they are asked to grade how far the individual learning outcomes have been met, with space for comments. This information helps to make adjustments to courses if a common theme emerges as to why learning outcomes haven't been met. These evaluations will be conducted using Microsoft Forms with links circulated at the end of each course in order to aid the Business Office with collation and evaluation of results.

On all courses, participants are asked to detail 3 main actions they will complete as a result of the course, identifying proposed changes to practice as a result of the training. This will inform future impact evaluations that may be conducted with staff three months later to see how successfully their actions have been implemented – and if not, why not. Initially learners will be asked to complete another questionnaire on impact of learning with a sample followed up by way of phone call and interview.

This helps to identify what factors influence the embedding of messages into practice, as well as identifying barriers to this (some of which is due to staff turnover or reorganisation – but even this is informative, and any barriers challenge the Safeguarding Partnership to try to mitigate against this). To support the embedding of training into practice, a Briefing for Managers on Training Transfer has been written.

Course evaluations are used on an on-going basis to inform changes to existing courses and the development of new training and learning opportunities.

In addition to the above at all face-to-face training courses are evaluated by the trainer to help identify further improvements that could be made to courses to ensure learners receive the best possible learning opportunities that reflect the needs of the workforce and feedback given during training.

### **E Bulletins and Briefings**

The NSCP will analyse the reach and use of E Bulletins and Briefings through the use of Google analytics and the analytics function in Microsoft Sway where this is used as the method of delivery, Google Analytics helps to monitor the number of hits an article has on the website, links to training clicked and interaction on social media with tweets made by the NSCP regarding training.

This information will be presented to the Communications Sub Group and Training & Development Group when relevant to evaluate the effectiveness of this form of learning and inform future briefings. This will include monitoring the use of policy's, procedures toolkits and assessment tools as a result of e bulletins or briefing delivered by the NSCP.

### **Other Evaluation Methods**

The NSCP will also continue to use existing processes such as Section 11 Audits, Schools Audits and others to assess the impact of training and other workforce development methods. The NSCP is committed to ensuring that feedback on the results of training evaluation is shared with partners in a way that will contribute to the improvement of workforce learning & development and local practice.