

What Impact has the Training and Conference had on Practice?

Child Sexual Exploitation Conference and Thematic Workshop

The following report provides an analysis of responses by practitioners who attended the CSE Conference on 22nd May 2015 to launch the revised toolkit and assessment tool or who attended the Action Learning Set delivered by Barnardo's in March 2015 – three months after they had attend the conference.

1.0 Background

The CSE conference to launch the revised toolkit and assessment tool was held on Friday 22nd May 2015 and offered places to 600 delegates from all agencies working with children and young people across Northamptonshire. The thematic workshops that took place in March 2015 focussed on CSE and were delivered by Barnardo's as part of the multi agency training programme in place for the LSCB. These consisted of 7 courses spread across the county attended by 140 delegates from a range of agencies working with children and young people. The initial evaluations following the conference and thematic workshops can be found under Appendix 1.

2.0 Methodology

This analysis looked at the difference the conference and training made to individuals practice and awareness of CSE.

The research was conducted by way of a questionnaire accessed via Survey Monkey and participants who attended the conference and thematic workshops were sent the link to the questionnaire and requested to respond. The survey remained open for a period of 1 month (1st – 30th September 2015) with 2 reminder requests to complete sent during that period. Participants were asked to respond to statements with the following options (strongly agree, agree, neither agree/disagree, disagree and strongly disagree). Participants were then asked to comment on why they had chosen that option and evidence what had been done/changed as a result. See Appendix 2 for the questionnaire.

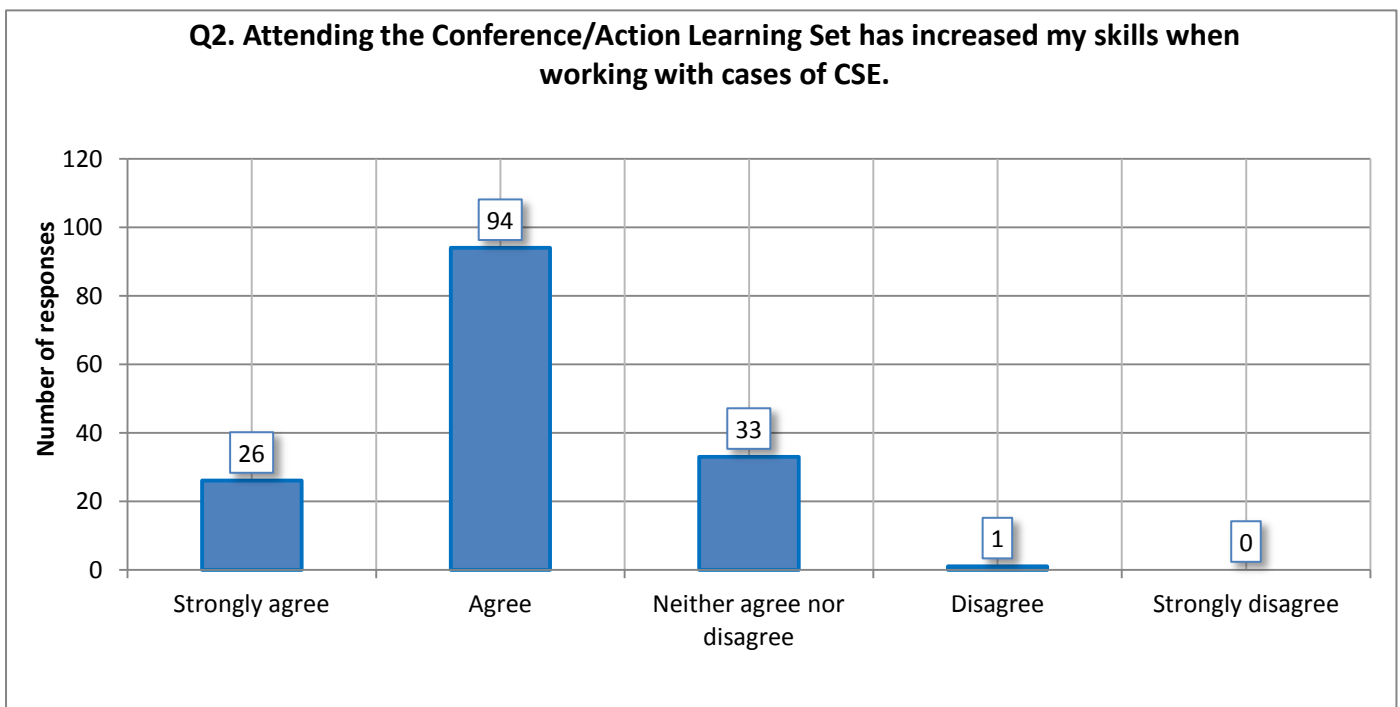
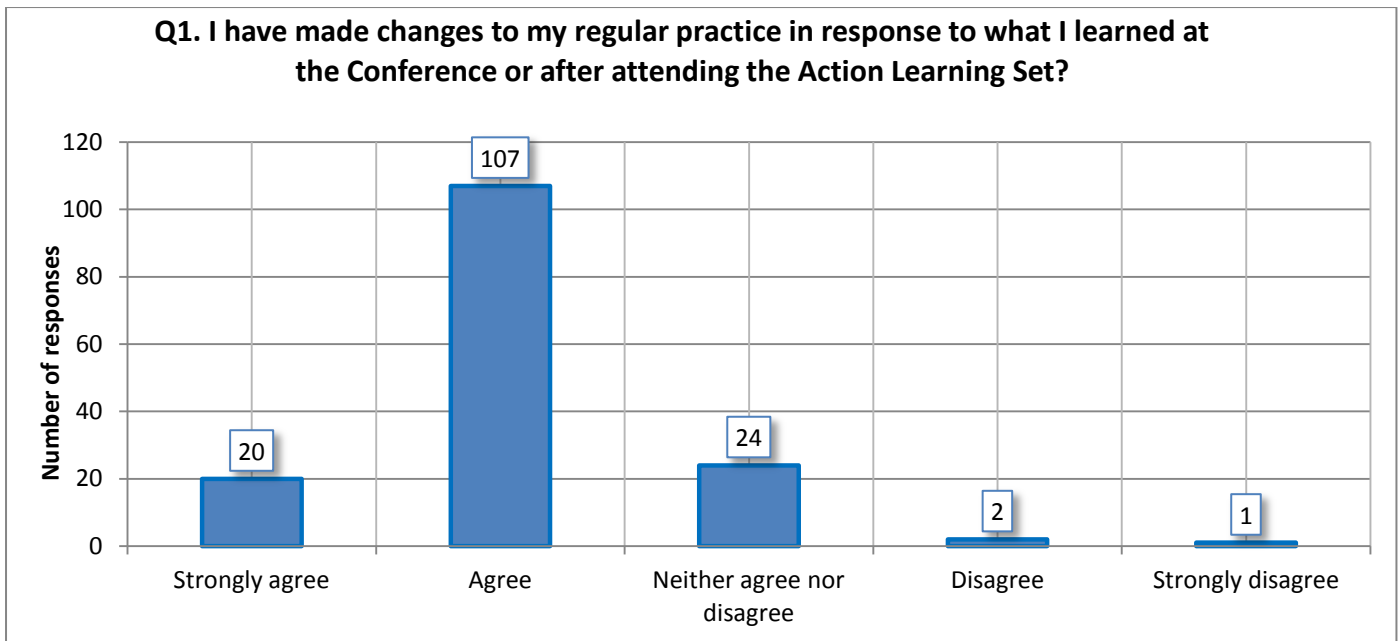
In addition to the survey monkey questionnaire, members of the Learning and Development Sub Group conducted a series of targeted interviews with participants to gain more detailed qualitative data and expand on the responses given to the online questionnaire. See Appendix 2 for the interview template.

3.0 Response Rate

In total, 567 e-mails requesting delegates complete the questionnaire were sent out (433 CSE Conference attendees, 102 Action Learning Set attendees and 32 practitioners who attended both). Of the 567 questionnaires sent out 154 (27%) practitioners responded which is a good return rate. As detailed above, questionnaires were sent on several occasions with reminders in order for an accurate report based on a significant number of returns. In addition, 13 phone interviews were carried out with practitioners selected at random by members of the Learning and Development Sub Group.

4.0 Results

4.1 Questionnaire (Full data tables, graphs and responses can be found in Appendix 3)



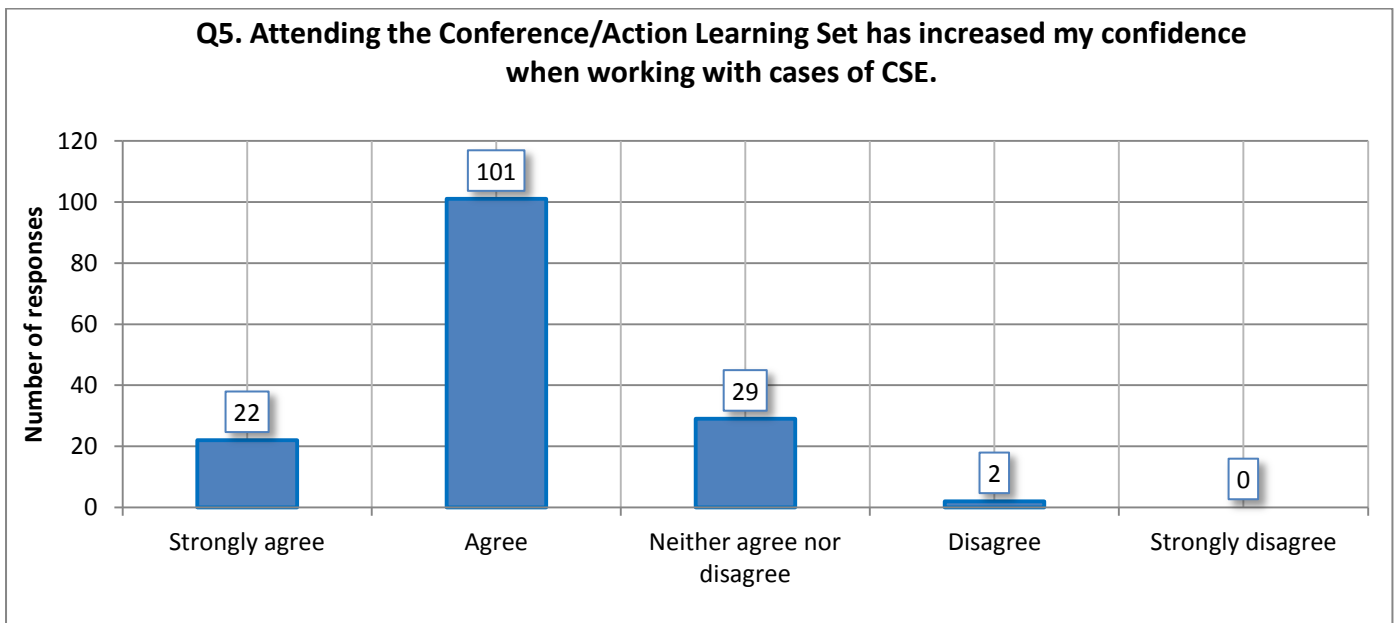
Q3. For those who agreed or strongly agreed, the following skills were cited as having increased when working with cases of CSE:

- Confidence to advise and support colleagues.
- I am more aware that some of the risks/ behaviour that the students take could place them at risk and are more confident in discussing the subject with them.
- Being more aware of how to identify young persons at risk of CSE.
- A better understanding of the safeguarding process and signs to look for.
- Ability to identify some of the non verbal behaviours and training staff in these. Not expecting young people to disclose.

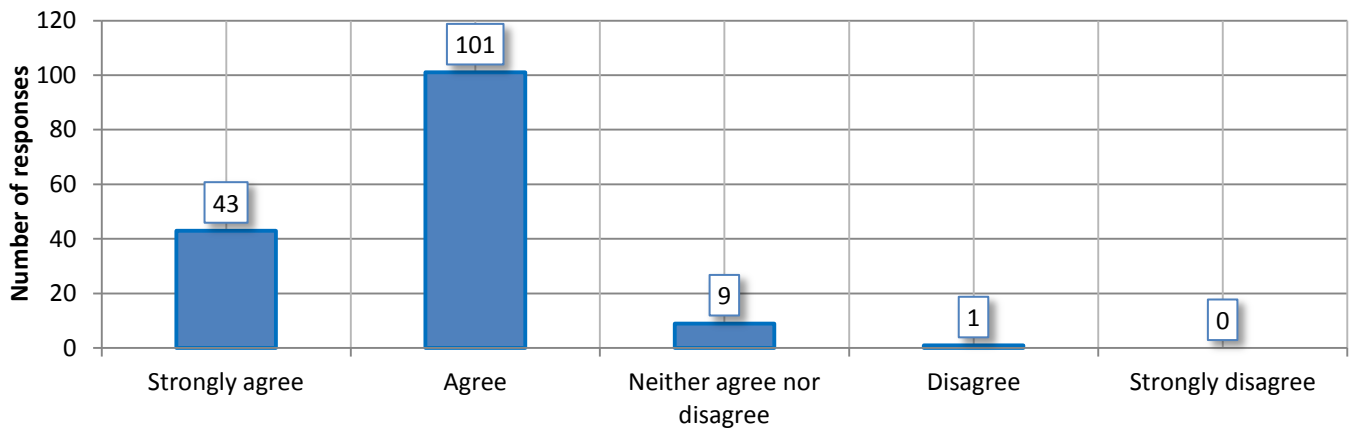
- This has helped my confidence in completing the CSE Risk assessment and CSE work book completion with young people which is a significant part of my role within Early Help.
- I train staff at NGH and I use what I have learnt in that training to enable them to be more aware of CSE and the toolkit. I also on a personal level, feel more confident in asking enquiring questions to the young person.
- I'm more aware and have more insight into the implications of how destructive a child or young person's life can change. I am also more aware of the signs and vulnerabilities to be aware of.
- More awareness and confidence in using the information given to us and my knowledge which I have rolled out to other colleagues, the police and local scout leader.
- I already had knowledge and experience in working within this arena, however, attending allowed me re-evaluate my existing knowledge and put more methods into practice when working with young people on a 1:1 basis or within a group- as well as identify areas when safeguarding young people.

Q4. Those who disagreed / strongly disagreed stated:

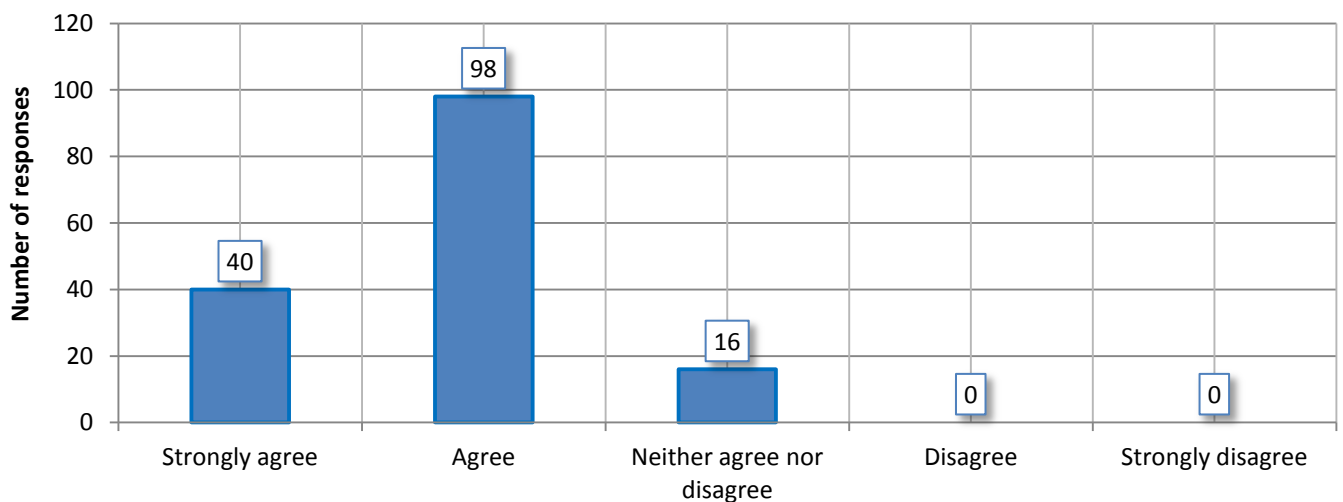
- Haven't had the opportunity to put any skills into practice.
- I attended expecting to have training of completing the assessment form but this was a very small part of the afternoon. Whilst my current assessment approach will continue to be informal, gentle and sensitive, I feel I can now recognise factors that will raise alarm bells.
- My work is not in front line childcare teams as I am a supervising social worker supporting foster carers provide short breaks for children with disabilities. However, whilst this may not be my direct area of work, the increased knowledge around the subject, access to information and other people for advice is of direct relevance should it be needed.



Q6. I have a better understanding of the national picture and the effects that CSE has on children and young people



Q7. I have an increased understanding of the risk factors and vulnerabilities associated with CSE.



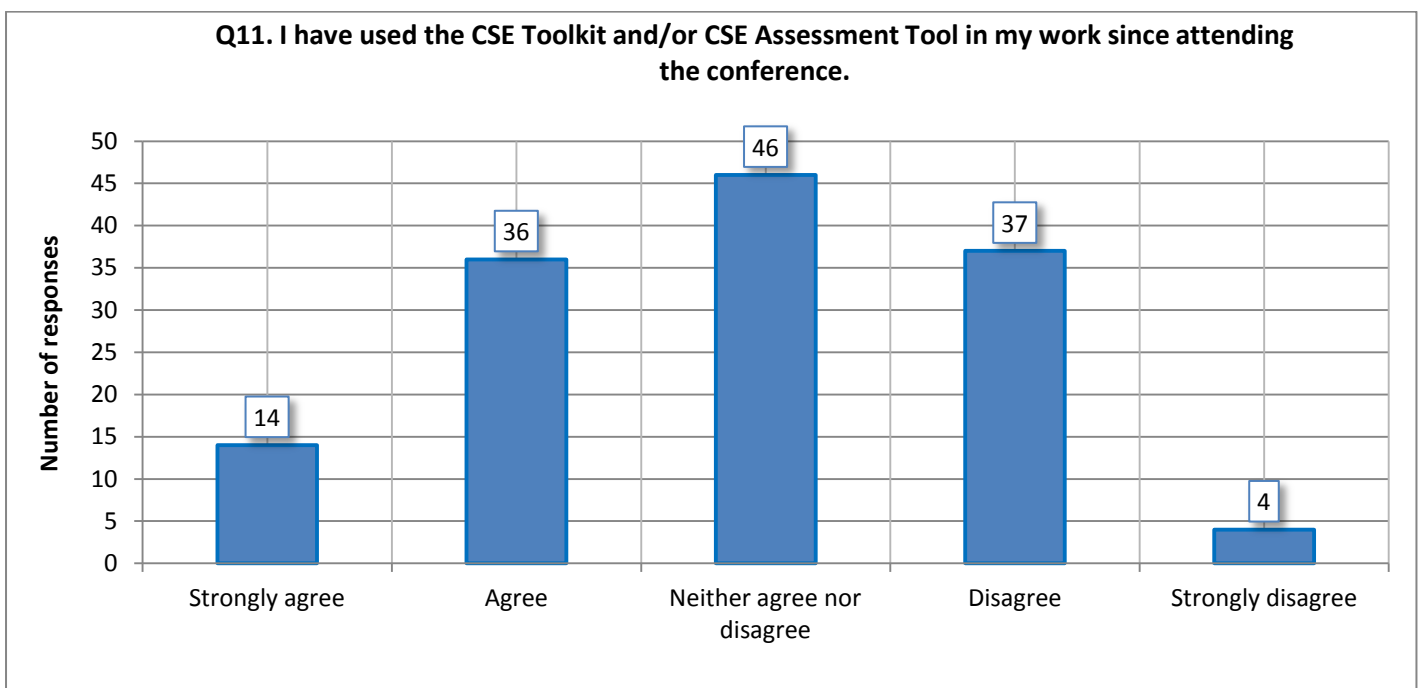
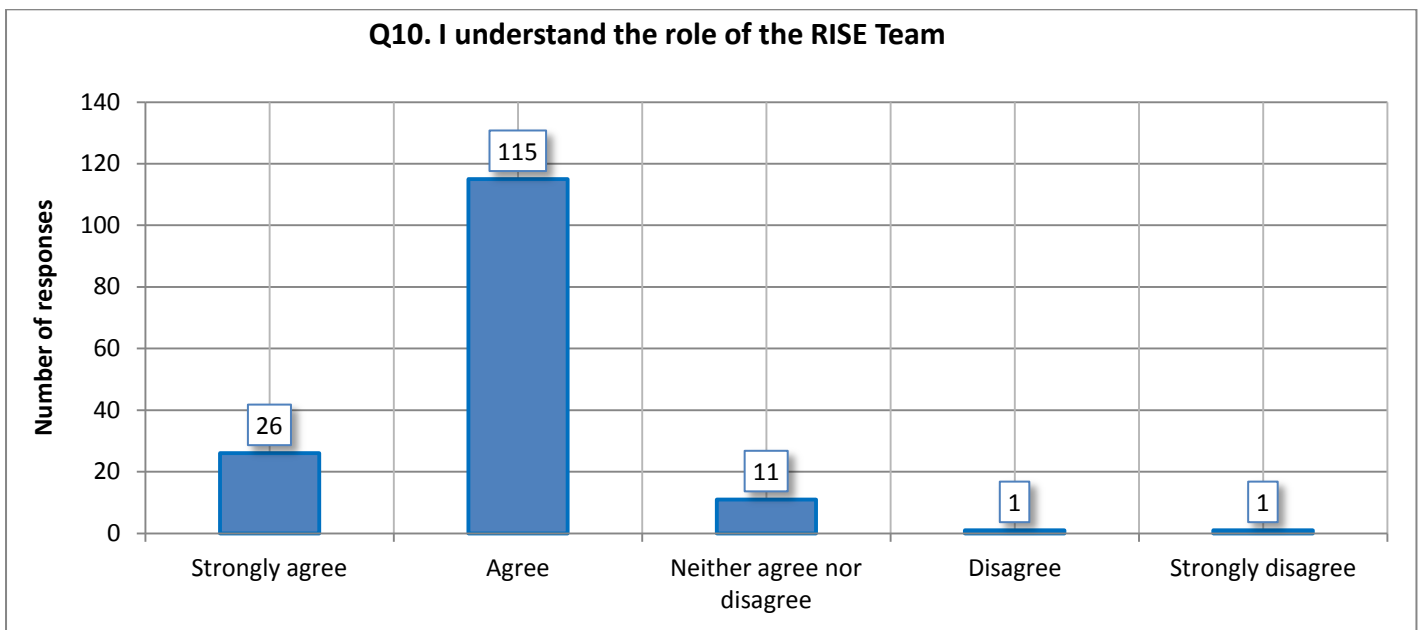
Q8. For those who agreed or strongly agreed, the following examples were given to have an increased understanding of CSE:

- The story that was told at the conference gave a fantastic insight into Emma's case and how it evolved over months and years.
- Understanding that CSE has the potential to happen, anywhere, at anytime, with anyone and those young people who are associating within the wider community have the potential to be more at risk as they come into contact with others.
- The whole conference has given me an in-depth understanding of CSE and as a school team we have been able to discuss students we work with that we feel may be vulnerable to CSE enabling us to help safeguard / educate these students as a team.
- Looking back on my caseload and especially in the past I can now recognise that 'grooming' had taken place but I had not always recognised this.
- Awareness that this kind of abuse is rarely visible 'on the streets' - often linked to online activity.

- The toolkit breaks it down to an easily digestible Social Work resource, I have a shortened list of things to look for and I have confidence in questioning and using the relationships I have with young people to be open and hold discussions around CSE where I may be concerned.
- A much greater understanding of the grooming process and the complexities involved with victims of CSE.
- I understand more about how young people can fall prey to risk factors and the ways in which they are trapped in the abusive relationships by perpetrators who they can actually perceive as 'nice' to them in some ways.

Q9. Those who disagreed / strongly disagreed stated:

- I feel I was already aware of these vulnerabilities.



Q12. The following examples were given by practitioners in how they have used the toolkit:

- I use the assessment as part of our work with young people; I find some of the wording confusing of the young person as this is an assessment and not a referral. I have recently completed it with a parent as the

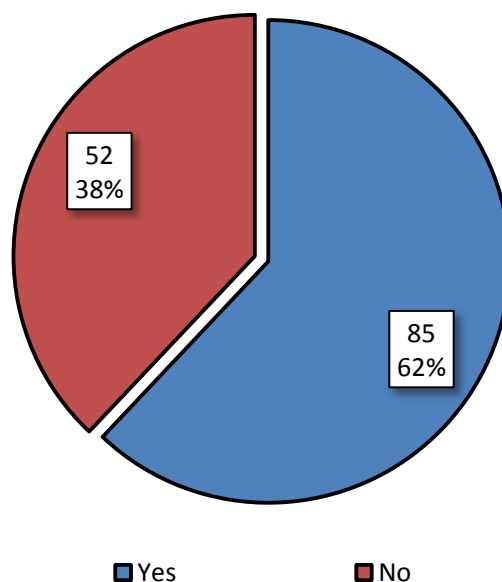
young person is not engaging with agencies; all assessments are discussed with senior practitioners and/or team manager.

- I have just completed the CSE risk assessment on a young person that I am working with who is deemed to be very vulnerable and ticks many of the risk factors associated with CSE. The Young Person scored medium high and this was completed with the help of the Young Persons mother who had her own concerns.
- We have used the toolkit with our students in PSHE.
- I have used the toolkit to signpost colleagues in Licensing to relevant information.
- Carried out the assessment with 2 young people on my caseload.
- To ascertain if a pregnant 14 year old female was being exploited.
- I work in custody and we are rolling out the assessment in our workplace to assess young people's risk of CSE and using this to inform our practice and liaising with external agencies regarding risk and vulnerability.
- We use the assessment tool whenever we see a patient under 18 in our clinic.

Q13. Those who disagreed / strongly disagreed stated:

- I have not had a case with any elements of concern relating to CSE.
- There has been no reason to implement it.
- I haven't needed to as yet in my role.
- There have been no incidences so far, (which is good), but I would use it if I needed to as it is set out in such a way as to be easy to understand and use.
- Have used the knowledge rather than the toolkit.

Q14. Have you used the action plan you completed at the conference and completed the actions you gave yourself?



Q15. Of those who answered 'yes' the following evidence was given for the action that has been taken:

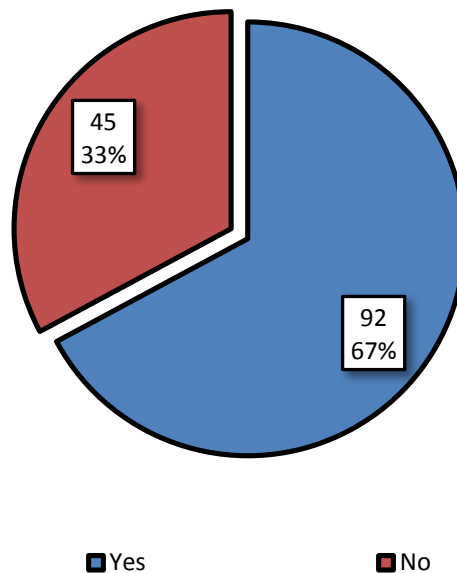
- Currently working on delivery of PSHE to years 9&10 within school to include CSE as a topic of discussion. This is being done in partnership working with sexual health services and will hopefully also address the issue of grooming as well.
- In part - discussions and enhancing the awareness of carers. Reflecting on practice with previous CSE children.
- Shared experiences from the conference with Teachers and support staff and showed them website and toolkit.

- My team now incorporate awareness raising training on CSE in the Taxi driver induction training provided by NBC.
- I have made sure that my friends and colleagues are aware of CSE, the vulnerabilities associated with it and how many young people are affected by it. I have also explained what the signs may be and where to find the toolkit.
- Shared my knowledge with my team members. Keep up with the local and national news.
- I disseminated what I learned to all staff on my band or below, and emailed a copy of the toolkit to all nurses in the department.
- Re-drafted the safeguarding policy on behalf of the organisation. Raised as an agenda item at managers' meeting. Spoken to HR about training requirements across the organisation. Spoken to Licensing Manager about a briefing for taxi drivers being eyes and ears of community.
- I have improved Safeguarding training and displays of posters and leaflets. CSE info included in revised Safeguarding Children Policy.

Q16. Of those who answered 'no' the following reasons were given for the actions not being taken:

- An opportunity has not arisen.
- Cannot remember where to locate my plan.
- It is not part of my role to do this.
- Current pressure of caseload.
- I don't remember setting actions.

Q17. Have you made yourself familiar with the CSE toolkit/assessment tool?

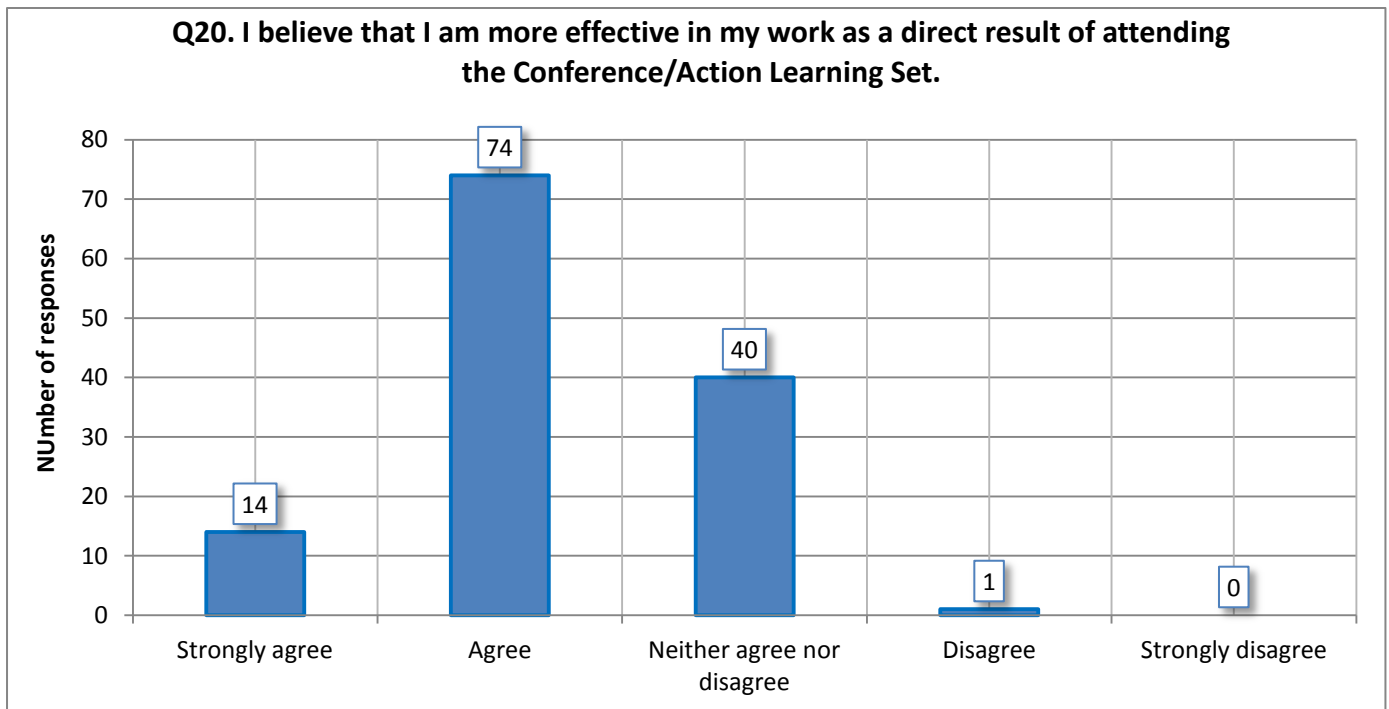


Q18. Of those who answered 'yes' the following evidence was given for the action that has been taken:

- Read it, shared with all staff at staff meeting.
- Used information within the council's corporate safeguarding policy.
- I haven't used it but I have a copy to hand in my safeguarding information manual on my desk.
- I have familiarised myself with it but have not had to use it.
- Even though I have not used it, I have made my team aware of it.
- I have accessed the Toolkit, but not used it any case work, which in our organisation is limited, however, increased awareness of the help agencies and the Multi-Agency group.
- I used the toolkit when sharing the training with my team.

Q19. Of those who answered 'no' the following reasons were given for the actions not being taken:

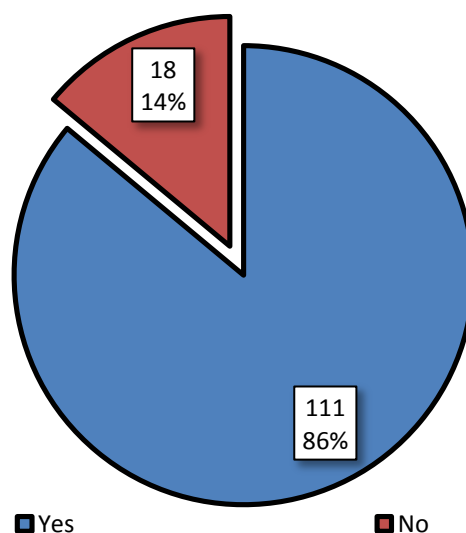
- I have not had time to set aside and do this due to a current high case load. I shall ensure that I set some time aside and get this is done throughout October.
- Too long.
- It has not yet been relevant to my caseload.
- Has not been necessary in recent cases.
- Time factors, but I know exactly where to go if I need reference.



Q21. For those who agreed or strongly agreed, the following examples were given to how they are now more effective:

- If I was to have a case where concerns were raised re CSE then I feel that I have more tools in place to work with this type of case which would then assist with being more effective with this type of case.
- I don't take things on face value I tend to feedback the slightest of change in behaviour to school staff where as before I may have dismissed it.
- More aware of the different pathways by which young people become involved in CSE, more aware how CSE may present and how to support young people at risk.
- I am much more focused now when working with young people at risk of CSE and with the new CSE Risk Assessment tool and the toolkit that runs alongside it, it has allowed me to assess the risk much more effectively and this allows me to be able to risk assess much more efficiently.
- Facilitate the wider learning and raise the CSE issues on the universal services agenda.
- I have a much clearer understanding of the issue of CSE, how young people can be groomed and of the existence of the RISE team.

Q23. Since attending the Conference/Action Learning Set I have shared some of the training with colleagues



Q24. Of those who answered 'yes' the following evidence was given for the action that has been taken:

- Discussions with colleagues about the toolkit, recommending it to those who were not aware.
- Staff meeting, SLT now have copies of toolkit. All staff expected to familiarise themselves with toolkit.
- Within team meetings, explaining the conference and the tool kit.
- Used the NSCB videos to train staff.
- I have shared the talk given by the young person who was exploited, as I felt she was an exceptional speaker, and without a doubt the most effective part of the conference. I have also shared the information provided by Police on Trafficking offences.
- It has allowed me to be able to advise / assist my colleagues who have as yet not been on the training. The CSE toolkit and Risk Assessment (Risk Assessment is now compulsory to complete in my role with every child 10 or over).
- I used clips from the power point shown.
- Shared with staff that deal with taxi licensing and will raise awareness further with all staff that come into contact with young people.
- All teams have attended a CSE presentation session which looks at the YOS screening tool and how this links into the full toolkit.
- Shared online videos.
- Part of whole school briefing July 2015 and will be part of child protection training update for all staff Sept 2015.

Q25. Of those who answered 'no' the following reasons were given for the actions not being taken:

- Again I have not had the available time to do this however power points and other sheets will be shared with other team members as soon as I have time.
- Set meetings topics pre-planned.
- Hasn't been an available training session yet.

Q26. The aspect of the Conference/Action Learning Set I remember most is...

- Emma's story.
- The person reflecting on her personal experience and that she still doesn't hate the person that did what they did to her!
- The inspirational young lady that spoke of her experiences as a young girl.
- How common CSE is within our County.
- Emma Jackson's testimony.
- The presentations by the young lady affected by CSE. More importantly the fact it is now available for me to use in my training to all staff. Very powerful for them to hear it first hand as apposed to listening it my account second hand. More of these resources if possible please.
- The speaker with lived experience, she was very powerful.
- The talk from Emma Jackson. Truly inspirational.

Of the 129 responses to this final question 96 (74%) mentioned the presentation by Emma Jackson in their response.

4.2 Interviews *(Full data table can be found in Appendix 4)*

1. On reflection how would you rate the CSE Conference? 1-10

Average response = 8.5

2. Since attending the conference can you explain what changes to your day to day practice you have made?

- Since the conference every case where there may be a possible CSE, a screening tool is completed on allocation and again during supervision as it is a very good monitoring tool.
- Personally, and as a result the whole school are now more aware of CSE. Prior to the conference I now realise that we had an 'it does not affect us' attitude but the conference showed me that CSE permeates the whole of society not matter what age or background. As a result both I and the whole school have completed the DFE Channel Training and Prevent Training. Everyone is now aware of the issues and we have changed our processes so it is built into the Safeguarding Forms so that staff do not have to fill in a number of forms and are continually reminded and thereby aware.
- I consider the possibility of CSE more often especially with contraception consultations among the young and I make my trainees more aware.
- Heightened awareness and consideration given to possibility of CSE during contacts with families. Much of our work is with vulnerable people who are at increased risk of CSE.

3. Do you think you are now more aware of CSE in your day to day role since attending the conference?

- Definitely more aware, consideration is now always given to possible CSE. Good for manager oversight.
- Yes - now know the NCC stance.
- Massively! Personally and the whole school! As a consequence I have completed the 'Protective Behaviours' course which was amazing and it is now throughout our curriculum and affecting our practice. Attending this training is being rolled out across all staff at the school.
- I do think about CSE more and am more aware – I have always been aware but feel Emma Jackson was excellent and very hard hitting. I always feel that I have worked holistically with victims so it did not impact me on the way I viewed victims but felt she was excellent.

4. Have you used the toolkit or assessment tool since attending the conference?

- Yes, have trained my team and there has been training for all staff at the school. Have raised awareness. Training has included FGM.

- Yes, although not personally as role does not require it however, use it to work with the NQSW's during supervision.
- No, not had to but would not be afraid to use it if the need arises.
- I have passed this on to my colleagues and NQSW's but in my role do not need to use the tool kit directly.

5. What progress have you made with the action plan you completed at the conference?

- Have implemented the tool based on safeguarding issues and now know who to report issues to.
- Have started to use the tool in a guidance role and have discussed with Foster Carers in Supervision.
- AM making sure all new NQSW's are aware and go on the training. It is part of their Training Induction Package.
- I now use the Risk Assessment tool with every family I work with.

6. Have you shared any aspect of the conference with colleagues since attending?

- Yes, I did immediately after the conference while it was still fresh in my mind and RISE is attending Team Meetings.
- Yes - I have co-delivered training to case managers in the YOS so they also know how to use the toolkit.
- I have discussed Emma Jackson's story with many colleagues. I felt it was incredibly powerful and it was this that has made me really think about the victims in a very different way. Police can become desensitised to things and this was really powerful and made me think.
- Yes. I shared the story of the young girl and her shocking experience. I shared how to access the CSE toolkit and further information.

7. If we were to run a similar event again would you attend or recommend a colleague attends?

- Yes, I would attend a follow up/similar event and yes, I would recommend to colleagues.
- There would be no point in attending a repeat of the same but if there was a follow up or similar that covers a slightly different aspect then yes I would be interested in attending. I would recommend colleagues attend if they had not already done so.
- Yes, I would attend a similar or follow up event but not a repeat of the same. I would recommend that colleagues attend. Of particular interest was the young person who spoke from personnel experience. This was very powerful and memorable.
- Yes definitely although I felt it was very rushed. I know they had a morning and afternoon session and maybe an extra hour would be ideal.

Additional comments

REQUEST – as well as publishing the outcomes of this survey on the NSCB website could they be uplifted on to the weekly 'Fact Sheet' as all staff make a point of looking at that whereas they have to make a point of checking the NSCB website.

5.0 Conclusion

Overall, it can be said that the CSE Conference and Action Learning Sets have had a positive impact on practitioners working in Northamptonshire in raising awareness of CSE and ensuring that practitioners are aware of the toolkit and assessment tool. It is however, important to note that while a response rate of 154 (27%) is a good result this leaves 413 (73%) of practitioners who we do not know what impact the events have had.

The data above shows that the training has changed the practice of people working in Northamptonshire and has increased the skills and knowledge of practitioners working on the ground as well as giving them confidence in understanding the national picture, and being able to identify the risk factors for young people vulnerable to CSE.

This is shown by the positive data that numbers of only 1 and 2 people completing the survey responded to disagree with any of the statements. This is further evidenced by the responses in the interviews which detail how some of the practitioners have changed their day to day practice. The conference has also had a positive impact in raising the profile of the RISE team with only 2 people disagreeing that they now understand the role of the team.

Data shows that 50 (32%) respondents have used the toolkit or assessment tool and 92 (60%) have made themselves familiar with the documents, even if they have not actively used them in day to day practice. As a result, it is essential that the NSCB and all agencies ensure that use of the toolkit and assessment tool is embedded in training, supervision, team meeting agendas and any communications to relevant practitioners working in Northamptonshire but also use the conference videos on the NSCB website.

A disappointing area is the use of the action plan that all delegates attending the conference or action learning set were asked to complete detailing the next steps they would take as a result of attendance. While 85 (62%) of attendees have completed parts of the action plan and the comments show some good work in progressing these, the number of respondents who state that no progress has been made or they do not remember completing the action plan is a cause for concern. The Business Office spent considerable time collating and distributing the action plans following the conference. Delegates reasons for non completion being given as due to time constraints and current pressure of caseload raises concerns which should be addressed throughout the partnership given the high profile of CSE within Northamptonshire.

The fact that 88 (57%) practitioners feel they are now more effective as a result of the conference / action learning set, this added to the detail that only 1 practitioner disagreed with the statement and shows that the practitioners that responded are now more effective in dealing with and identifying potential cases of CSE; helping to ensure that children and young people in Northamptonshire are kept safe.

When planning the conference it was agreed to have the conference recorded to allow videos be uploaded onto the NSCB website for practitioners to access following the event to train other colleagues. This can be seen as a success by 111 (72%) colleagues who have shared aspects of the conference since attending. This has allowed the NSCB to ensure that the messages from the conference are able to reach a much wider audience than just the practitioners in attendance. As a result, it is worth considering making future conferences available on the website to ensure that learning is always available to the wider public. This analysis has shown us overwhelmingly the most successful and memorable part of the conference was the moving and touching speech by Emma Jackson (CSE survivor) who gave a real life view of the effects CSE and how it affected her. 96 (62%) respondents stated this as the most memorable part of the conference and that they still remember it 3 months on from the event.

Evidence found through this evaluation is backed up by reviewing statistics on the NSCB website that show in the number of hits / views to the CSE pages following the conference for the period June – August 2015. These are shown in the tables below:

Statistics for CSE Toolkit and related webpages:

Statistics for CSE Toolkit and related webpages: CSE Content Page	Unique views June to August:
CSE Toolkit	1815
CSE Assessment	696
CSE Definition	146
CSE Multi-Agency Audit	91

Statistics for video views on YouTube:

Video	June	July	August	Total
Emma Jackson: My Story (Audio File)	213	60	37	310
Tackling CSE Toolkit and Action Plan Presentation	71	36	29	136
Presentation by Julie Dugdale, Barnardo's	34	13	11	58
RISE Presentation	30	7	7	44
Presentation by Sheila Taylor, National Working Group for CSE	27	4	2	33
Conference Closing Remarks	18	2	2	22
Total	393	122	88	603

6.0 Recommendations

1. Follow up CSE conference is organised for 2016 to ensure CSE remains at the forefront of practitioner minds and celebrate progress being made.
2. Conference style events considered for all NSCB priority areas.
3. All conferences to include thought provoking victim testimonies and emotive speakers.
4. To consider recording of events to ensure wider learning to practitioners not in attendance.
5. To consider the usefulness of delegates creating action plans at conferences.
6. To ensure promotion of the CSE toolkit, assessment tool and videos from the conference are part of an ongoing communications campaign via agency websites and social media.
7. A rolling programme led by the Learning and Development Sub Group on impact of learning evaluations to be carried out on future training courses and conference events.
8. Full report made available on the NSCB website and summary report produced for dissemination in agency newsletters.

7.0 Process Lessons Learnt

A number of lessons have been learnt that should be considered and implemented for future training evaluations and these are detailed below:

1. To consider the value of practitioner interviews in adding more detail to survey responses.
2. In future, not to join up event analysis. Although both conference and action learning set focussed on CSE, analysis has been difficult with different aims and objectives and most practitioners answering all questions when some were only directed at conference attendees or action learning set attendees.
3. When designing the survey monkey questionnaire to use more split questions to ensure practitioners accurately complete the survey. For example on question 2, 1 person disagreed or strongly disagreed but 8 people completed the following text box giving details of the answer.

Kevin Johnson

NSCB Project Officer – October 2015