

## **What Impact has the E-Learning Training had on Practice? 'Safeguarding Children from Abuse by Sexual Exploitation'**

The following report provides an analysis of responses by practitioners who have taken the 'Safeguarding Children from Abuse by Sexual Exploitation' e-Learning module provided by the Safeguarding e-academy at the Virtual College. This analysis was undertaken to understand the impact this course has had on practitioners at least three months after taking the module.

### **1.0 Background**

The NSCB e-learning courses provided by the Virtual College are available free of charge to all practitioners working as part of the Children's Workforce in Northamptonshire. Below are the learning objectives for the 'Safeguarding Children from Abuse by Sexual Exploitation' course.

- Have an awareness of the background to Child Sexual Exploitation, including definitions, key legislation, guidance and research findings;
- Understand the risk assessment process, including elements of a good assessment;
- Know the categories of risk and what vulnerability factors to look for when undertaking an assessment;
- Have a basic understanding of the responsibilities of the key agencies involved in helping children that are or are , or at risk of being, sexually exploited.

### **2.0 Methodology**

This analysis looked at the difference this course has made to individuals' ability and confidence when working with children and young people in Northamptonshire.

The research was conducted via 2 methods. In July 2015 the NSCB added an automatic 3 month evaluation to all e-Learning courses accessed via the Virtual College. This involves a practitioner logging back in and completing an extra evaluation assessing the impact the course has made to their practice. In addition to this, contact was made with all those that had completed the course from January to May 2016 asking them to complete a survey via Survey Monkey which also assessed the impact the course had on practice. This report analyses data from both evaluation methods and draws conclusions from both the individual evaluation surveys and the combined results.

Both methods used a variety of questions to obtain a combination of qualitative and quantitative data to help the NSCB analyse and evidence what practitioners have done since taking the course, and the impact this course has had on practitioners in helping safeguard the children and young people of Northamptonshire. Copies of both questionnaires can be found in Appendix 1.

### **3.0 Response Rate**

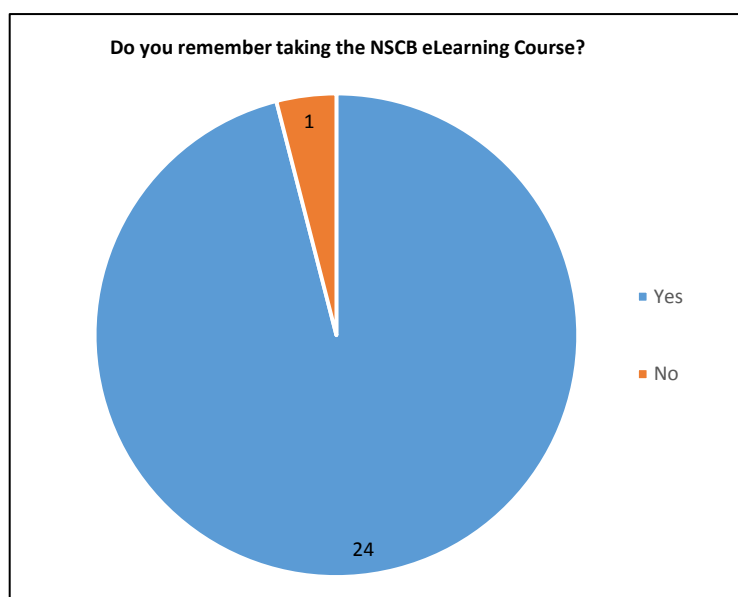
Since July 2015 a total of 259 learners have completed the 'Safeguarding Children from Abuse by Sexual Exploitation' e-Learning module and have received a request via the Virtual College to fill out an automatic 3 month evaluation. To date 51 (20%) have completed this evaluation. In addition 154 specific requests were sent to learners who completed a course in January - May 2016, in total 25 (16%) responded to this questionnaire giving a total of 76 (29%) responses to analyse as part of this report.

Although feedback and research from other areas and impact evaluations indicate that this is a positive return rate, the Learning and Development Sub Group have agreed that a return rate of over 25% will be required to allow for meaningful conclusions to be drawn.

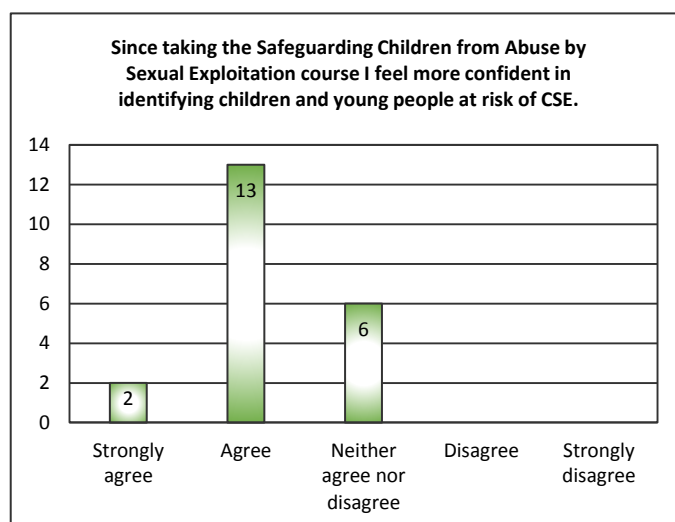
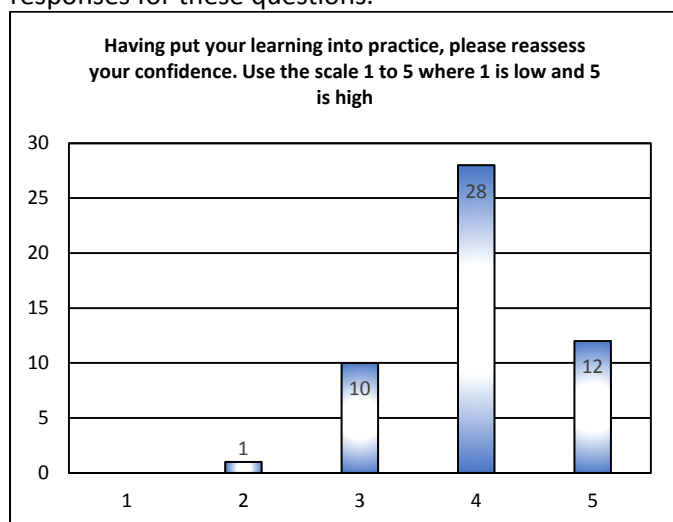
## 4.0 Results

The analysis right combines the 2 questionnaires completed (Full data table for both surveys, graphs and responses are available upon request from the NSCB Business Office)

The opening question from Survey Monkey asked whether learners remembered completing the course. All except 1 person stated they remembered completing the course as shown in the graphic right. Positively the 1 person who did not remember completing this specific course had completed a number of e-Learning courses within a small space of time. From this we can conclude that while taking e-Learning courses is valuable, we must guard against practitioners doing too many courses at once or within a very short space of time to allow learning from individual courses to become embedded before taking on further courses.



The following series of questions were contained in both questionnaires, and asked learners how different aspects of their practice, skills and knowledge have improved as a result of taking the course. The graphs below show the responses for these questions.

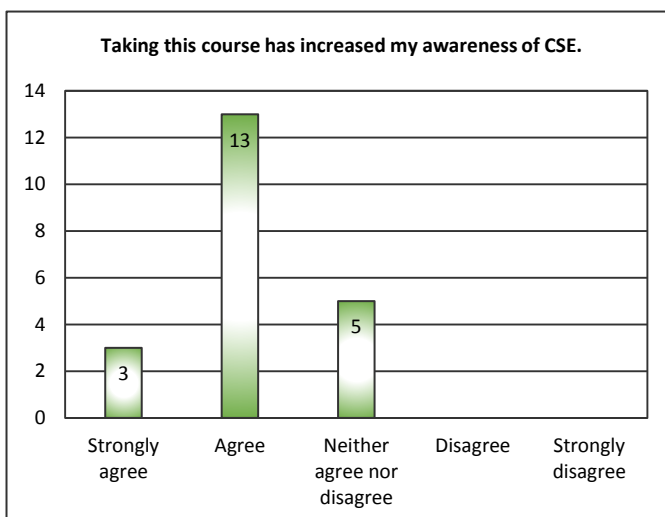
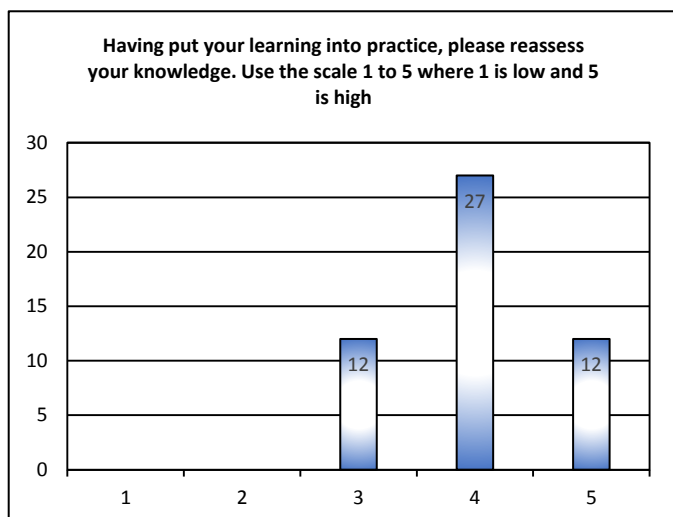


The questions relating to confidence show that in total 76% (55) of practitioners completing the questionnaire feel that their confidence has improved as a result of completing the training course. Just 22% (16) felt that they neither agreed nor disagreed, or selected the middle of the scale while just 1 practitioner selected a low score of 2 on the scale questions. Unfortunately the quantitative questions were the only responses this practitioner gave to the questionnaire so we are unable to analyse the open text question to ascertain potential reasons for their low score, or consider future improvements that could be made to ensure this practitioner's confidence was increased. The following comments are a selection of the open question responses to the question around giving details to how they feel more confident.

*"Much more informed about possible signs and indicators"*

*"Heightened awareness of indicators and the ability to pass on information to colleagues"*

*"Having the knowledge to use in the work place"*



All three of these graphs show that practitioners felt that their knowledge, awareness and skills needed to identify cases of CSE had improved as a result of taking this course. In addition to this the relatively small number of people stating neither agree or disagree to the awareness raising question, shows the impact this course has had on practitioners in assisting the NSCB with its aims of increasing awareness of CSE. The following quotations emphasise this, reflecting on the changes participants have noted in their skills, knowledge and awareness.

*“Knowing what to look for I feel more confident in talking to children/young people in general and what to ask/talk about if I feel there is a problem i.e., lifestyles and free time activities”*

*“While I have not had to deal with a situation regarding the subject matter it has meant that I have been more vigilant in case it happens and that I know what the procedures are”*

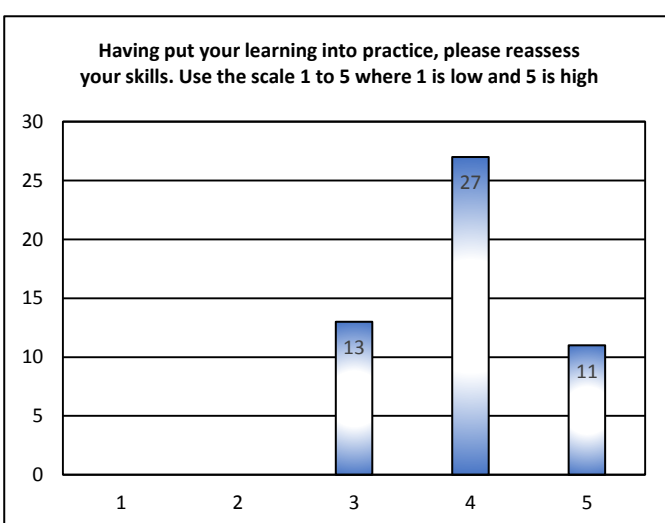
*“The course helped clarify things when I did the course. Much of Safeguarding children from abuse by sexual exploitation was already known about to me before doing the course. Much of it was also common sense”*

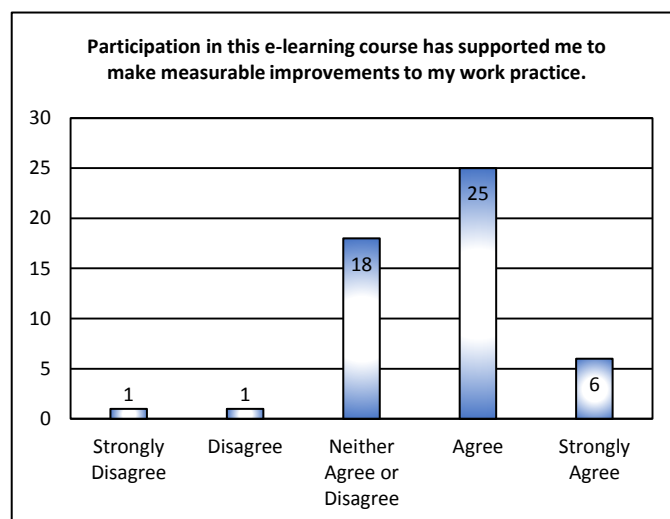
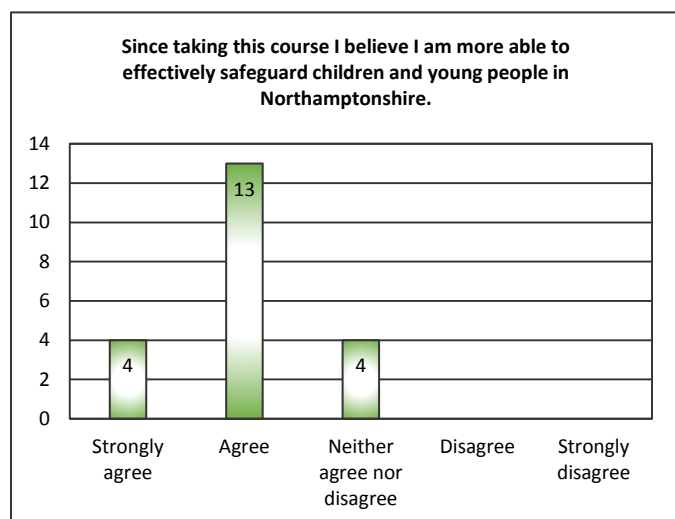
*“The library service has process in place which I was already aware off. The learning has given me confidence if I should need to use those processes.”*

*“The course provided me with new information and enabled me to reflect upon my practice.”*

This is also reinforced by the responses to the following questions which show that practitioner’s feel they have made improvements to practice and are able to effectively safeguard children and young people in Northamptonshire with the responses detailing how they have done this. None of the examples given state directly that a child or young person has been directly safeguarded as a result of this training but as you will see from the responses that a significant number of practitioners feel they are now better equipped as a result of this course to spot signs and act appropriately should the need arise.

Unfortunately the 2 practitioners who stated strongly disagree and disagree to this question did not complete any of the open text questions so we are unable to provide more insight into why they feel their practice has not improved.





*"By being more aware of what to look out for which keeps the children and young people safe"*

*"I have not encountered any situations as of yet that require this training to be put into practice"*

*"I record all of my findings on our system and discuss any concerns with my manager during supervision or before if needed"*

*"by contacting safeguarding person in school with any concerns"*

*"I have a clearer view of how children and Young people can be exploited in different ways and the signs to look out for"*

In addition learners are also asked to state what they have started doing and what they have changed as a result of taking the course. There are a lot of very positive comments in this part of the result table evidencing that practitioners have made real changes that will help safeguard children and young people as a result of this course. A number of these examples can be seen below.

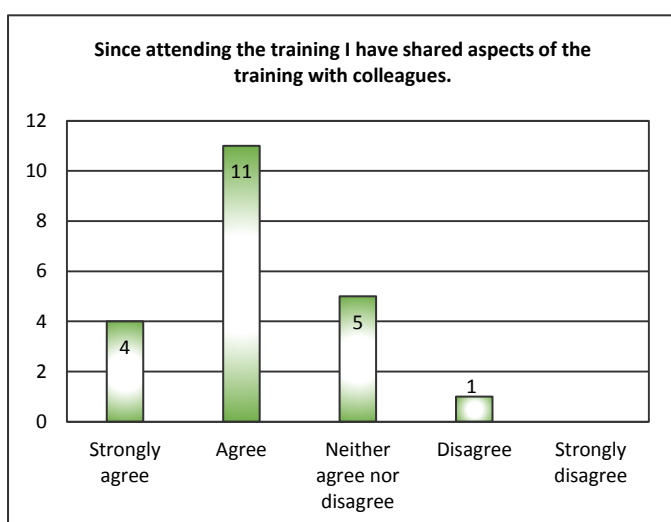
*"I've remained as observant as I've always been, but also checked for any, new safeguarding processes that have arisen."*

*"more aware of exploitation, which I have used at home as well."*

*"Making sure staff and Volunteers are aware of the process in place."*

*"Just generally being more aware of the behaviours of those involved in CSE so that I can look out for them"*

*"It is important to monitor the young people at all times but especially point out the dangers on the internet including chat rooms and the dangers of grooming."*



An important aspect of the NSCB approach to training is that practitioners are encouraged to share learning with colleagues back in the workplace, in team meetings and that managers and supervisors ensure that learning is embedded in practice. The response to this question show a positive response to sharing information with colleagues and this is backed up by the comments below which show that learning from this course has been shared wider than just the participants who have taken the course.

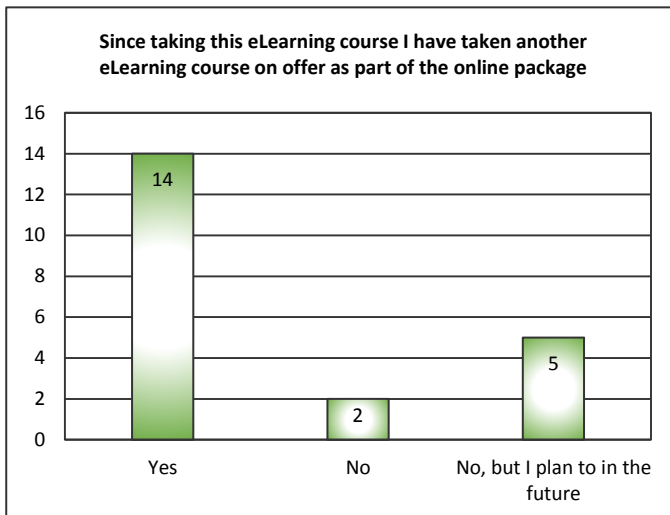
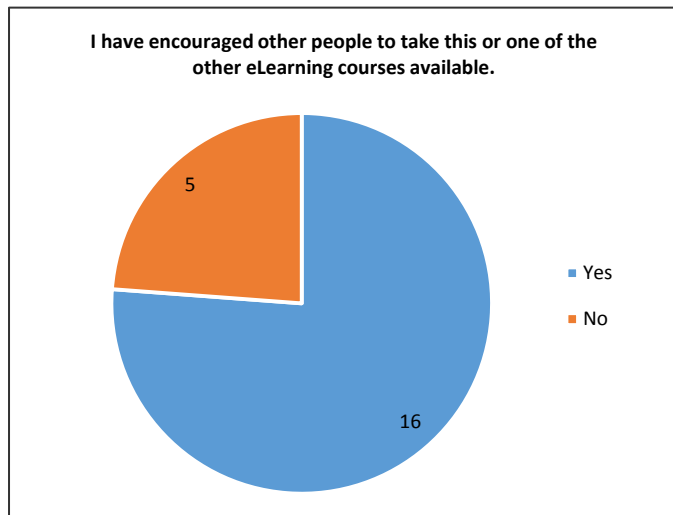
*"In general conversation I have talked to colleagues, and shared good practice"*

*"I have shared how accessible the e learning courses are"*

*"Given brief outline in safeguarding training to all staff at the beginning of the academic year and then signposted where they can get more information."*

*"Included discussion on issues around CSE at cluster meetings"*

*"Whole school Safeguarding training to all staff at start of year."*



The above graphs evidence how learners have either encouraged others to take the course or plan to take further courses themselves in the future. These results are positive as over 75% the people accessing courses have encouraged others to complete a course. When combining the above results with the detail given in the responses to the question about sharing learning we can evidence that the messages given in this training are reaching a far greater number than just those who have formally completed the course online.

The fact that 90% (19) learners have either already completed another course or plan to complete another course in the future is very positive as this shows that the NSCB E-Learning package is providing part of the workforce with the skills and knowledge they need to effectively safeguard children and young people in Northamptonshire in a variety of subject areas. The fact that some learners are willing and wanting to expand knowledge even further is very positive and shows the Board is getting value for money in disseminating knowledge out to the wider partnership workforce.

To ensure that the learners can still recall messages in the training a period of time after they have taken the course the final question asks learners to recall the part of the training they remember most enabling us to show what has been embedded into practice. The following responses are taken from this question and show that the course is fulfilling its aim of an awareness raising course into the signs to spot when you may come across CSE for the whole children's workforce in Northamptonshire with practitioners requiring more detailed knowledge of assessments and working with victims directed towards face to face training.

*"Similarities between teenage behaviour and CSE behaviour"*

*"Key things to watch out for"*

*"Small signs that individually build into a bigger picture"*

*"The impact of CSE on young people's education and lasting effects for their future lives"*

*"The different signs to look out for."*

*"Young people do not realise that they are being abused as they trust the abuser."*

## 5.0 Conclusion

As a result of the above we are able to conclude that the 'Safeguarding Children from Abuse by Sexual Exploitation' course provided by the Virtual College for the NSCB is fulfilling the aims set out by the Learning and Development Sub Group and Board. The initial aims for the course was to give a large part of the workforce an increased awareness into how to spot the signs of CSE and the appropriate actions that should be taken if CSE is suspected. It was clear from the start that the large number of practitioners involved would make the use of face to face both un-economic, and impractical. The following quote also shows that some practitioners prefer this learning method due to its flexibility and the freedom it offers around other working practices.

*"E-learning makes it much easier to fit in rather than having to go somewhere. I can do it at my pace."*

This analysis clearly demonstrates that as a result of taking these courses practitioners are making significant changes to practice, which are, in turn, having a real impact on the safeguarding of children and young people in Northamptonshire. When considering this analysis alongside the other work on CSE that has been undertaken by the partnership, and the other events that have taken place in Northamptonshire such as the CSE Conference, Thematic Workshops, Barnardo's face to face training and other events delivered and facilitated by Northamptonshire Police, we can conclude that a significant proportion of the Children's Workforce have had the training they need to recognise and address CSE, and that this e-Learning course is an important part of the full range of CSE training in the County.

In conclusion, this e-Learning course is providing the NSCB with good value for money and should continue to be promoted within all agencies to ensure that frontline practitioners' knowledge of CSE is maintained going forward and ensuring that that knowledge is not forgotten once the headlines leave the front page.

## 6.0 Recommendations

1. That this report is made available via the NSCB website, and is made available for dissemination within agency newsletters.
2. That the findings of this report are shared with the CSE Sub Group, Executive Support Group and NSCB Board for information.
3. That the report is shared with the Virtual College to aid their future course development.
4. That all agencies and the NSCB Business Office promote this e-Learning course to ensure all frontline practitioners are aware of CSE and the signs to look for.