Learning and Development Sub Group Annual Report

2016 - 2017

June 2017
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Contents

1.   Introduction/context/background

This report covers the period 1st April 2016 to 31st March 2017 and is a narrative of the work undertaken by the Learning & Development Sub Group of the NSCB, focusing specifically on successes, statistics, data, impact of learning, challenges and future plans.

The Sub Group has had another very busy year, focusing on the areas of learning and development detailed below. Throughout this report reference will be made to each of the areas with detailed narrative on the work undertaken.

- NSCB E-Learning offer;
- NSCB Face to Face training offer;
- Measuring the impact of learning;
- NSCB Annual Training Return; and
- Level 1 & 2 'Introduction to Safeguarding' course approvals.

The Sub Group has met on a bi-monthly basis throughout 2016-2017, maintaining good, consistent multi-agency attendance and commitment to meetings, with positive, robust multi-agency discussion and challenge when analysing agencies take up of training and delivery of in-house training.

The Sub Group has been chaired by Cath Hickman, Area Manager, Northamptonshire Youth Offending Service on an interim basis following the secondment of Abigail Marsden, Strategic Manager, Northamptonshire County Council, from September 2016. For 2017/18 the Sub Group will be chaired by Maureen Campling, Assistant Director Safeguarding and Quality, Directorate for People Commissioning (DASS), Northamptonshire County Council. Maureen's appointment follows the merger of both Learning & Development Sub Groups for Safeguarding Adults and Children, following a review and restructure of the Northamptonshire Safeguarding Children Board.

2.   Statutory and legislative context and purpose of the report

The purpose of this report is to provide Board with an update on the progress and take up of its training offer during 2016-17, including the impact this training has had on practice.

Working Together (2015) page 67 states the below in relation to learning and development:

In order to fulfil its statutory functions under regulation 5 the LSCB should use data and, as a minimum, should:

- *Monitor and evaluate the effectiveness of training, including multi-agency training, to safeguard and promote the welfare of children.*

3.   Governance and accountability and links to objectives

The Sub Group reports directly into the Executive Support Group and Board, working within an agreed budget to deliver a programme of face to face training and commission an e-learning partner.
In order to deliver against the priorities set out in the 2015-2017 Business Plan, the Sub Group produced a detailed Learning & Development Strategy, and outlines the following, which can also be accessed on the NSCB website here:

- The responsibilities of partner agencies with regard to safeguarding training offered to their staff, and support for NSCB multi agency training and events;
- The role of the NSCB in quality assuring training delivered by partner agencies;
- The responsibilities of the NSCB with regard to ensuring there is sufficient, high quality training available (including multi-agency training provided by the NSCB) and identify gaps in order to develop and provide required training;
- Best practice required minimum training recommended for all staff;
- The NSCB's strategy for monitoring the effectiveness of single and multi-agency training, and demonstrating the impact of training and the difference it is making to improve the lives of children and families; and
- The role of the Learning & Development Sub Group.

4. Progress/services/provision (includes progress on actions arising from recommendations in the 2015-16 Annual Report)

4.1 E-Learning

The NSCB first commissioned the Virtual College to deliver its E-Learning provision in May 2014. Initially this was for the 'Introduction to Safeguarding' course with a limited number of licences. In June 2015, the NSCB upgraded to the Virtual College's Total Training Package which gave access to over 30 courses on an unlimited basis for 3 years at a cost of £28,000 (£9,333 pa).

To cut down on manual administration, the NSCB purchased a self-registration system on an annual basis, which allows learners to register themselves on training. The system is purchased at a cost of £1,500 pa.

The NSCB continues to see increased take up of its E-Learning offer from across the partnership. The increase from 2876 course completions to 7622 equates to a percentage increase of 165%, this shows the commitment of the learners using the e-learning system. Full details and data can be found in Section 6.

4.2 Face to Face Training

The NSCB face to face training offer was delivered by Barnardo's Training and Consultancy who were commissioned on a 2 year contract in September 2014 to the value of £99,500. During the year it was agreed to extend the contract with Barnardo's for a further 6 months to allow the Board time to consider its future training offer in line with the review of the Board and Sub Groups, while aligning the training offer to the financial year.

The contract with Barnardo's equated to £49,750 to deliver 2,000 learning opportunities. 79 training courses were delivered which provided 2,050 learning opportunities for the Board. Overall attendance at face to face training courses was 1,618 equating to 79% capacity. Full details on courses delivered and numbers attending can be found in Section 6.

4.3 Annual Training Return

During April 2016, all NSCB partner agencies were sent an Annual Training Return for completion. This was the first time the NSCB had requested the information which had the following aim as discussed and agreed by the Sub Group and Board.

1. To understand the types of training course being delivered by single agencies;
2. To know the number of staff in each agency receiving safeguarding training;
3. To assure the NSCB that safeguarding training is a high priority for all agencies;

4. To ensure agencies are aware of the NSCB training offer; and

5. To help understand the level of training needed going forward.

The Training Return specifically looked at training delivered via a single agency method within partner organisations or significant numbers of teams within the partnership. Whilst it was recognised that there will have been large number of single team briefing and team meeting discussions that took place, the difficulty in partners collating and providing this information was acknowledged, so details of larger training events / briefings that have been issued were requested. A template version of the spreadsheet and copy of the accompanying document can be requested from the Business Office. Details of the results and agencies who completed the audit can be found in section 6.

4.4 Course Approvals

The NSCB continued to offer course approvals for any level 1 & 2 'Introduction to Safeguarding' courses delivered by or to partner's agencies. These approvals are undertaken by completion of an agreed audit tool and following review and sign off of training materials by members of the Sub Group. The aim is that all partners have the course they use to deliver the 'Introduction to Safeguarding' requirement approved by the Sub Group or use the approved E-Learning module available as part of the NSCB E-Learning package.

In Section 6 you will find details and analysis of the agencies who have submitted courses during the year, along with the assurances sought by the Sub Group in the Annual Training Return for all agencies to confirm the safeguarding training arrangements they have in place.

4.5 Evaluating the Impact of Learning

Continuing the work started in 2015/2016, the Sub Group continued to develop innovative ways of evaluating the impact the training is having on practice in Northamptonshire. All E-Learning courses now have an automatic 3 month impact evaluation triggered as part of the E-Learning system. In addition, the NSCB undertook detailed impact evaluations on 3 E-learning courses as well as a number of face to face courses and conferences as detailed below:

- Safeguarding Children from Abuse by Sexual Exploitation – E-Learning;
- Understanding Pathways to Extremism and the PREVENT Programme – E-Learning;
- Introduction to Safeguarding & Awareness of Child Abuse / Neglect – E-Learning;
- Disguised Compliance – Face to Face;
- Female Genital Mutilation – Face to Face;
- Voice of the Child – Face to Face; and
- Neglect – Conference.

Analysis and evidence of the impact these courses have had on practice is included in Section 6.

5. Outcomes/performance/successes/achievements

5.1 E-Learning

The below table details the number of course completions for the financial year 2016/17 while also providing 2015 / 2016 data as a comparison:

Course	Completed 15/16	Completed 16/17
An Introduction to Safeguarding Children	799	902
Understanding Pathways to Extremism and the Prevent Programme	271	763
Female Genital Mutilation: Recognising and Preventing FGM	78	652
Awareness of Child Abuse and Neglect – Core	569	574
Safeguarding Children Refresher Training	115	570
Safeguarding Children in Education	4	459
Safeguarding Children from Abuse by Sexual Exploitation	139	362
e-Safety – Guidance for Practitioners and Parents	140	356
An Introduction to FGM, Forced Marriage, Spirit Possession and Honour Based Violence	88	332
Awareness of Domestic Violence and Abuse	60	214
Basic Awareness of Child and Adult Sexual Exploitation	N/A	197
Working with Children with Disabilities	64	174
Safe Sleeping for Babies – Reducing the Risk of SIDS	19	168
Self-harm and Suicidal Thoughts in Children and Young People	46	160
An Introduction to Integrated Working (The EHA / Lead Professional / Information Sharing)	82	150
Safeguarding Everyone – Protecting Children, Young People and Adults at Risk	48	135
Trafficking, Exploitation and Modern Slavery	16	127
A New Approach to Child Poverty	N/A	116
Hidden Harm – The effects of parental problem substance use on children	24	102
Think Safe, Be Safe, Stay Safe	45	100
Parental Mental Health	14	97
Safeguarding and Leadership	22	90
Safer Recruitment	N/A	82
Early Child Development – Foundation	21	80
Child Development	19	73
Supervision and Appraisal in Early Years Settings	13	72
Collaborative Working: A Whole Family Approach	16	70
Risk Taking Behaviour	12	61
Awareness of Forced Marriages	16	50
Equality and Inclusion in Health, Social Care or Children's and Young People's Settings	11	45
Common Core of Skills and Knowledge	11	40
Duty of Care in Health, Social Care or Children's and Young People's Settings	15	38
Safer Working Practices	5	38
Information Sharing Level 2	7	35
Communication in Health and Social Care or Children's and Young People's Settings	3	28
Teenage Pregnancy	3	27
Wellbeing in Sexual Health	0	24
Short Breaks for Disabled Children	4	21
Personal Development in Health, Social Care or Children's and Young People's Settings	1	19
Strategic Managers Integrated Working	2	19
Total	**2876**	**7622**

As you can see, all courses have seen a considerable increase in the number of completions compared to the previous year with an increase from 2876 course completions to 7622, which equates to 165% increase. This shows the commitment of the learners using the e-learning system. The data above shows that during 2016/17 the courses with lower increases in take up are the 'Introduction to Safeguarding' and 'Awareness of Child Abuse and Neglect', which highlights learners have increased learning and knowledge by using the subject specific courses during this year, proving the value in upgrading to the total training solution gave access to all courses in the safeguarding catalogue.

The table below provides a breakdown of the course completions via agency:

Organisation		Total 15/16	Total 16/17
BeNCH		0	0
CAFCASS		0	0
District and Borough Councils	Borough Council of Wellingborough	0	0
District and Borough Councils	Corby Borough Council	0	1
District and Borough Councils	Daventry District Council	0	0
District and Borough Councils	East Northamptonshire Council	9	2
District and Borough Councils	Kettering Borough Council	92	33
District and Borough Councils	Northampton Borough Council	1	0
District and Borough Councils	South Northants District Council	11	1
Early Years / Out of School Provision	Before / After School Clubs	52	217
Early Years / Out of School Provision	Children's Centres	11	111
Early Years / Out of School Provision	Crèche	0	4
Early Years / Out of School Provision	Day Nursery	249	1581
Early Years / Out of School Provision	Pre-School	232	905
Early Years / Out of School Provision	Registered Childminders	57	202
Early Years / Out of School Provision	Registered Nannies	0	0
East Midlands Ambulance Service		0	7
Education	Further Education	16	19
Education	Higher Education	4	84
Education	Local Authority Nursery	41	126
Education	Local Authority Primary	608	1261
Education	Local Authority Secondary	106	319
Education	Local Authority Special School	20	55
Foster Carers / Residential Homes		279	363
Health	Dental Practices	57	24
Health	General Practice	0	0
Health	Kettering General Hospital	12	24
Health	Nene & Corby CCG	8	8
Health	Northampton General Hospital	10	101
Health	NHFT	9	115
Health	St Andrews	2	0
National Probation Service		2	0
Northamptonshire County Council	Adult Social Care Services	1	3
Northamptonshire County Council	BIPI	0	3
Northamptonshire County Council	CFE – Early Help	50	80
Northamptonshire County Council	CFE – LSE	239	324
Northamptonshire County Council	CFE – Safeguarding & Children Services	208	313
Northamptonshire County Council	Environment	0	0
Northamptonshire County Council	LGSS	6	20
Northamptonshire County Council	First for Wellbeing CIC	280	625
Northamptonshire Fire & Rescue		0	0
Northamptonshire Police		5	21
Rainsbrook STC		32	29
Voluntary Sector		316	568
Young People		3	30
Youth Offending		10	36
	Totals	2876	7622

The data shows a significant increase in take up from a number of agencies, most notably from Early Years settings, which is as a result of the Local Authority directing all settings to NSCB courses for completing mandatory training. Other significant increases have come from Schools as they continue to take advantage of the NSCB e-learning offer. Following conversations with the University, students in both Health and Social Care departments have also been encouraged to utilise the offer. Despite continued efforts during the year, the NSCB continue to put considerable efforts in trying to increase the take up from District and Borough Councils, Probations Services and Adult Social Care.

The following information details the year on year progress the NSCB has made in utilising E-Learning. As you will see the number of course completions increased considerably during the current contract arrangements, which means that the cost per course completion has also come down considerably. £1.22 per course completion has been achieved and shows that the NSCB is getting considerable value for money from its current investment. If we look at the total investment of £28,000 for the 3 year period 2015–2018, the cost per course completion is currently £2.67 and should continue to fall during the period as more courses are completed.
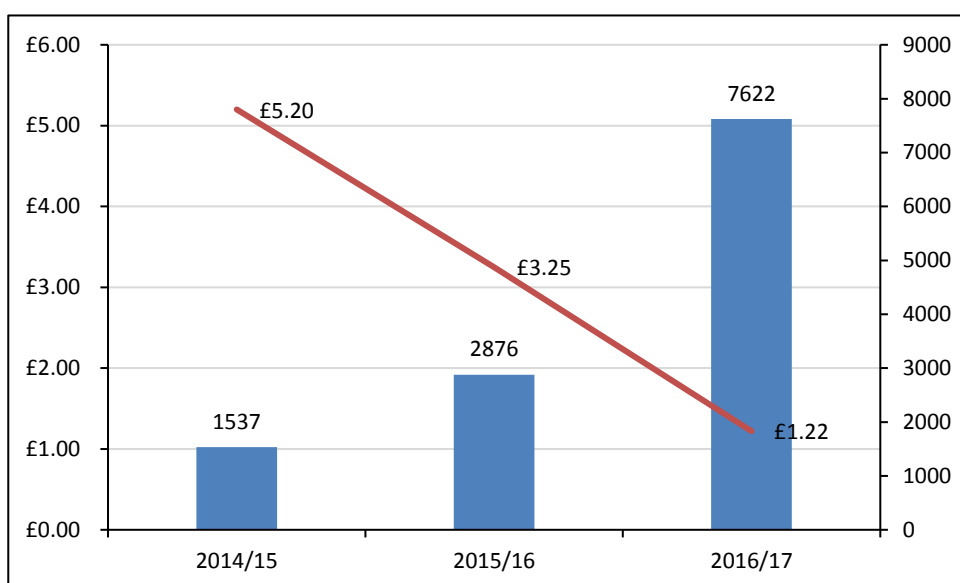
During the year, the Sub Group also issued practitioners with a Training Challenge, where learners were encouraged to commit to completing 1 E-Learning course a month for a 12 month period based on a number of recommended courses. The challenge was designed to encourage learners to explore new and different subject areas rather than any formal training arrangement. As a further result of the training challenge, the NSCB were awarded the "**Positive contribution to learner engagement"** by the Virtual College, which has been shared with other LSCB's as a method of good practice. The below table shows the number of courses completed each month of the training challenge:

Month	Course	Completions
April	Awareness of Child Abuse and Neglect **or** Safeguarding Refresher Course	69
May	Safeguarding Children and Young People from Abuse by Sexual Exploitation	38
June	Understanding Pathways to Extremism & Prevent Programme	50
July	Self-Harm and Suicidal Thoughts in Children and Young People	14
August	E-Safety – Guidance for Practitioners	19
September	Safeguarding Children with Disabilities	11
October	Awareness of Domestic Violence and Abuse	29
November	Female Genital Mutilation – Recognising and Preventing FGM	95
December	Collaborative Working: A Whole Family	5
January	Hidden Harm – The effect of Parental Drug and Alcohol Misuse on Children	16
February	Human Trafficking, Exploitation and Modern Slavery	7
March	Safe Sleeping for Babies – Reducing the risk of SIDS	26

5.2   The Impact of E-Learning

The NSCB uses 2 methods to evaluate the impact e-learning is having on practice. The first is an immediate evaluation questionnaire following completion of the course which must be completed before learners can access their certificate. The second is a further evaluation 3 months after completing the course. The E-Learning system automatically advises learners they have an impact evaluation to complete, although learners are required to log back into the system in order to complete this further evaluation.

All course evaluations are analysed in detail at Sub Group meetings on a course by course basis and the below graph shows the combined data for all courses.

Would you recommend this course to other people?
Yes: 7067
No: 274

Overall, how satisfied were you that the course gave you the information that you needed to know?
Very Satisfied: 3755
Satisfied: 3052
Partly Satisfied: 218
Not at all Satisfied: 29
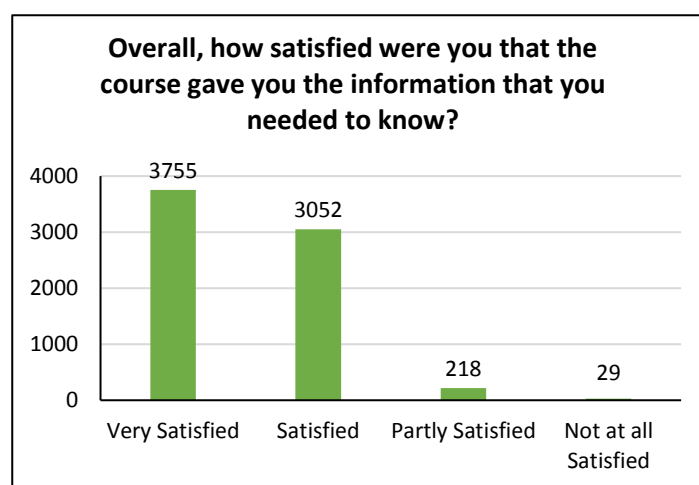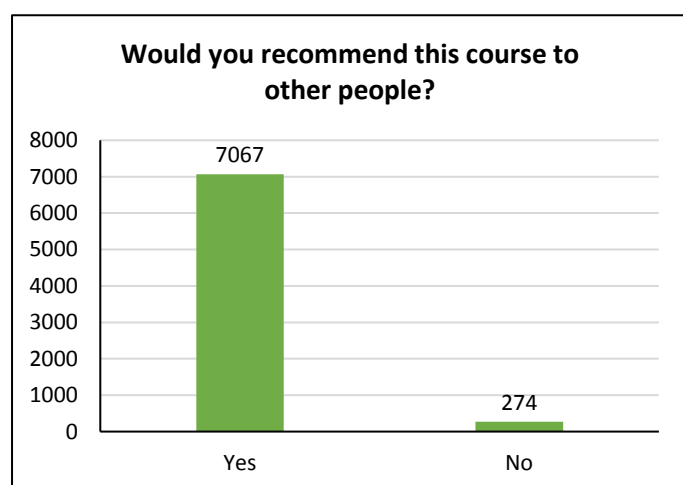
Below are a number of headlines and quotes based on the above data, together with questions asked as part of the initial E-Learning evaluation:

- 96% of learners would recommend the course they have taken to other people;
- Just 1% of learners were not at all satisfied that the course did not give them the information they needed;
- 53% of learners were very satisfied that the course gave them the information they needed;
- 96% of learners found the system and course content easy to navigate; and
- Prior to completing the E-Learning course 15% of learners had never used a computer based learning package before.

> **Is there anything you particularly like about the system or module itself?**
> *"The simplicity of finding the relevant course and excellent descriptions for each."*
>
> **Female Genital Mutilation: Recognising and Preventing FGM**

> **How will you use the information from this course in your day to day work?**
> *"I will now know how to deal with a situation if I feel a child is being abused."*
>
> **Awareness of Child Abuse and Neglect**

> **Is there anything you particularly like about the system or module itself?**
> *"I have completed many online learning modules in relation to PREVENT. This is the best and most comprehensive. I'm pleased that it covered ALL forms of extremism and focussed a lot of effort on the radicalisation process."*
>
> **Understanding Pathways to Extremism and the PREVENT Programme**

> **What is the most important thing you have learned from this course?**
> *"It has helped me to identify signs of sexual exploitation and has given me the confidence to risk assess accordingly should the need arise."*
>
> **Safeguarding Children from Abuse by Sexual Exploitation**

> **How will you use the information from this course in your day to day work?**
> *"The course has made me more aware of signs of abuse to look out for and actions to be taken when needed."*
>
> **Safeguarding Children Refresher**

> **How will you use the information from this course in your day to day work?**
> *"Think carefully of the signs that my students present with and ask them if they are being abused rather than wait for them to disclose."*
>
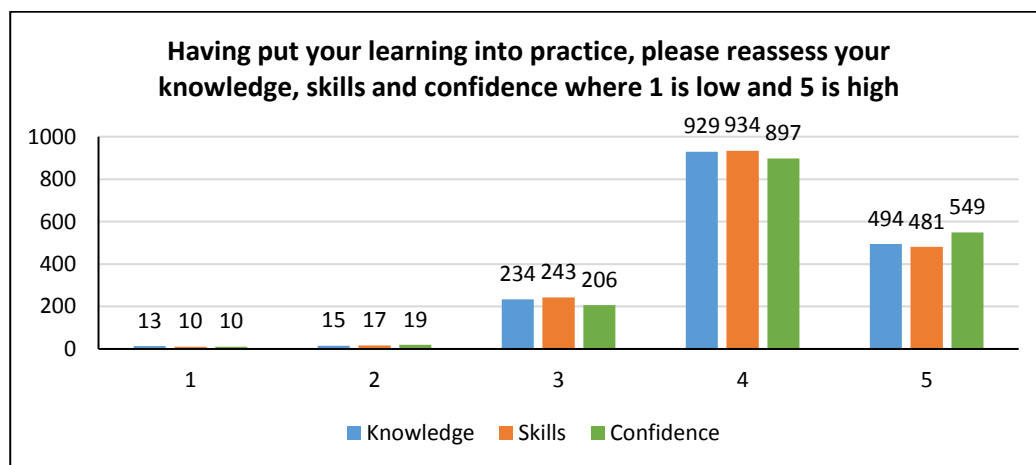> **Awareness of Domestic Violence and Abuse**

The information below identifies the number of impact evaluations completed by course. Please note that some evaluations will have been completed for courses taken during Q4 of 2015/2016, while courses taken in Q4 of this year will be reported in 2017/2018. Courses with particularly low completions or N/A are courses that have only recently been added to the NSCB course catalogue.

Course	Completed	Impact Evaluations Completed	%
An Introduction to Safeguarding Children	902	240	27%
Understanding Pathways to Extremism and the Prevent Programme	763	173	23%
Female Genital Mutilation: Recognising and Preventing FGM	652	135	21%
Awareness of Child Abuse and Neglect	574	189	33%
Safeguarding Children Refresher Training	570	96	17%
Safeguarding Children in Education	459	19	4%
Safeguarding Children from Abuse by Sexual Exploitation	362	90	25%
e-Safety – Guidance for Practitioners and Parents	356	119	33%
An Introduction to FGM, Forced Marriage, Spirit Possession and Honour Based Violence	332	96	29%
Awareness of Domestic Violence and Abuse	214	66	31%
Basic Awareness of Child and Adult Sexual Exploitation	197	32	16%
Working with Children with Disabilities	174	44	25%
Safe Sleeping for Babies – Reducing the Risk of SIDS	168	25	15%

Self-harm and Suicidal Thoughts in Children and Young People	160	N/A	N/A
An Introduction to Integrated Working (The EHA / Lead Professional / Information Sharing)	150	63	42%
Safeguarding Everyone Protecting Children, Young People and Adults at Risk	135	19	14%
Trafficking, Exploitation and Modern Slavery	127	N/A	N/A
A New Approach to Child Poverty	116	34	29%
Hidden Harm – The effects of parental problem substance use on children	102	30	29%
Think Safe, Be Safe, Stay Safe	100	21	21%
Parental Mental Health	97	20	21%
Safeguarding and Leadership	90	23	26%
Safer Recruitment	82	N/A	N/A
Early Child Development – Foundation	80	25	31%
Child Development	73	15	21%
Supervision and Appraisal in Early Years Settings	72	17	24%
Collaborative Working: A Whole Family Approach	70	15	21%
Risk Taking Behaviour	61	16	26%
Awareness of Forced Marriages	50	15	30%
Equality and Inclusion in Health, Social Care or Children's and Young People's Settings	45	9	20%
Common Core of Skills and Knowledge	40	10	25%
Duty of Care in Health, Social Care or Children's and Young People's Settings	38	9	24%
Safer Working Practices	38	N/A	N/A
Information Sharing Level 2	35	5	14%
Communication in Health and Social Care or Children's and Young People's Settings	28	6	21%
Teenage Pregnancy	27	5	19%
Wellbeing in Sexual Health	24	N/A	N/A
Short Breaks for Disabled Children	21	7	33%
Personal Development in Health, Social Care or Children's and Young People's Settings	19	3	16%
Strategic Managers Integrated Working	19	N/A	N/A
Total	**7622**	**1691**	**22%**

The overall impact evaluation rate of 22% should be regarded as a positive. Following discussion with the Virtual College and other LSCBs, others have lower return rates of under 10%. Whilst we prefer this rate to be a lot higher and will continue to work at promoting and encouraging learners to complete the impact evaluations, we are able to draw conclusions on the impact these courses are having on practice.

As with the post course evaluations, all course data is analysed at the Sub Group. The graphs below highlight the overall impact these courses had, together with a number of headlines from the results and quotes to evidence impact:

Having put your learning into practice, please reassess your knowledge, skills and confidence where 1 is low and 5 is high

Participation in this e-learning course has supported me to make measurable improvements to my work practice.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Count	327	951	366	20	17
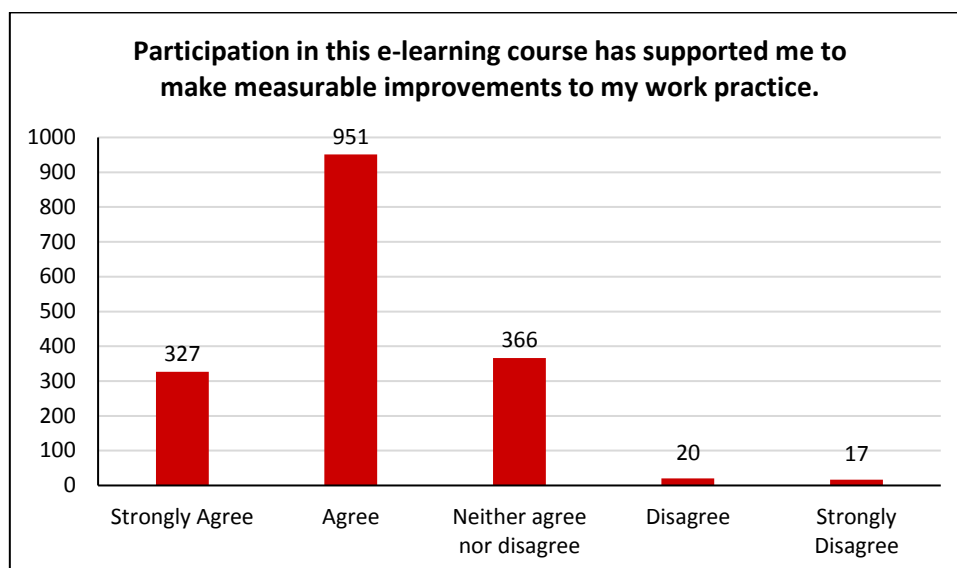
- 76% of learners who completed an impact evaluation agreed or strongly agreed the course they had taken had a positive impact on practice;
- When rating improvements in confidence, the following percentages were recorded for learners scoring 4 or 5 for knowledge, skills and confidence
  - Knowledge 84%;
  - Skills 84%;
  - Confidence 86%.

Please comment *on the reasons for your answer regarding improvements to your work practice.*

"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."

Understanding Pathways to Extremism and the Prevent Programme

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In the 3 months since completing your course, what have you started doing in your work to safeguard children and young people?

"Since doing this course, we have displayed more information to our learners regarding FGM. We have also updated our paperwork to include FGM awareness for our staff.

Female Genital Mutilation: Recognising and Preventing FGM

How do you evidence the impact your working practice changes have had for children and young people?

"I am now more confident with the Thresholds and pathways matrix and I also have the NSCB shortcut icon on my desktop for instant reference."

Safeguarding Children from Abuse by Sexual Exploitation

Please comment on the reasons for your answer regarding improvements to your work practice.

"I was sceptical of e-learning value, I did it because I had to. In contrast I found it interesting to do, its format and content aligned with my need for information and help with how to deal with safeguarding.

Awareness of Child Abuse and Neglect

Please comment on the reasons for your answer regarding improvements to your work practice.

"My colleagues and I especially are now more knowledgeable on the topics discussed in the e-learning and now have confidence knowing what action to take if a situation where a child or young person needs our attention arises."

Awareness of Child Abuse and Neglect

How do you evidence the impact your working practice changes have had for children and young people?

"I complete the Graded Care Profile every 6 weeks to show shift for the families I work with."

An Introduction to Safeguarding Children

Although the comments above and the data collected cannot pin point directly to any specific children or young people safeguarded as a result of these courses, we can evidence that the learning has increased confidence and knowledge in a large number of practitioners.

In addition to the above, the NSCB undertook 3 further impact evaluations on E-Learning courses during 2016/17. The evaluation reports for these are available on the NSCB website and can be found on the links below:

- Safeguarding Children from Abuse by Sexual Exploitation – Impact report
- Understanding Pathways to Extremism and the PREVENT Programme – Impact report
- Introduction to Safeguarding & Awareness of Child Abuse / Neglect – Impact report

5.3 Face to Face Training

This table details face to face training delivered via the Barnardo's contract during 2016/17, including the overall spaces offered compared to actual take up:

Course	Number of Courses Run	Spaces Available	Attendance	Did Not Attend*	% Capacity
Challenging Behaviours	1	25	17	11	68%
Child Development & Neglect	3	75	66	10	88%
Child Sexual Exploitation	4	100	91	14	91%
Children with Disabilities	1	25	25	0	100%
Disguised Compliance	4	100	98	3	98%
Domestic Abuse, DVRIM & Safety Planning	4	100	93	8	93%
Effective Supervision and Management in Safeguarding	4	100	84	16	84%
Female Genital Mutilation (FGM)	3	75	63	13	84%
Graded Care Profile	8	200	150	23	75%
Learning from SCR's	3	75	66	3	88%
SCR Learning Event – non mobile babies	1	100	57	9	57%
Strengthening Families	5	125	100	20	80%
The Voice of the Child	4	100	90	15	90%
Thematic W/Shop – Looked after children	7	175	110	18	63%
Thematic W/Shop – Think Family	7	175	137	16	78%
Thematic W/Shop – Disabilities	5	125	66	1	53%
Thematic W/Shop – Supervision	5	125	108	20	86%
Thresholds and Pathways	5	125	103	9	82%
Working Together	5	125	94	13	75%
Totals	**79**	**2050**	**1618**	**222**	**79%**

The total % capacity for courses delivered during 2016/17 fell below the expected level for the NSCB and is potentially down to a number of reasons: a number of the thematic workshops that have traditionally been well attended by schools fell during half term resulting in lower attendance. This has led to an alternative delivery method for 2017/18 where we are focusing on larger one off events delivering specific messages on a range of topics. Other topics such as Working Together continue to run at lower than expected levels despite being a core requirement for all partnership staff to attend. Further work is planned for 2017/18 to ensure practitioners are aware of the need to attend this course.

You will notice that 222 staff failed to attend a course after booking during 2017/18. This remains a frustration for Board especially with the more popular courses such as CSE, Disguised Compliance and Voice of the Child, and it is non-attendees that prevents % capacity being much higher. The charging for non-attendance has been implemented during the last year with some success, despite a number of challenges once the charge has been made. As a result, the Business Office explored a number of alternatives to booking courses that will allow people to be charged quicker and easier for their non-attendance. This will be implemented during 2017/18 with an aim to encourage attendance at courses rather than be a source of income generation for the Board.

The table below provides a breakdown of the number of learners attending courses by agency:

Organisation	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
BeNCH	0	1	0	0	1
CAFCASS	2	1	0	0	3
District and Borough Councils	0	4	2	0	6
Early Years / Out of School Provision	65	64	39	91	259
East Midlands Ambulance Service	0	0	0	0	0
Foster Carers / Residential Homes	3	10	1	0	14
Further Education Colleges	6	0	2	0	8
Higher Education	3	3	0	4	10
Kettering General Hospital	12	4	1	2	19
National Probation Service	1	0	0	0	1
Nene & Corby CCG	0	7	7	6	20
NHFT	69	60	43	21	193
Northampton General Hospital	15	14	10	5	44
Northamptonshire County Council	132	136	82	83	433
Northamptonshire Police	10	6	2	2	20
Rainsbrook STC	5	0	0	1	6
Schools – Primary	35	59	25	50	169
Schools – Secondary	21	19	2	15	57
Schools – Special	3	2	0	5	10
St Andrews	3	0	1	0	4
Voluntary Sector	47	59	76	45	227
Youth Offending	6	6	5	4	21

Attendance at face to face training by agency remains consistent with previous years and expectations. As with E-Learning, there are a number of partner agencies where attendance would expected to be higher, but to try and assure the Sub Group that these agencies are undertaking training and fulfilling duties, the group undertook a training return; the results of which can be found below. It is hoped that during 2017/18 that we see an increase in the agencies with lower attendance at face to face training.

5.4   The Impact of Face to Face Training

As with E-Learning the NSCB uses 2 methods to evaluate the impact that face to face training has on practice. The first is an immediate evaluation questionnaire following completion of the course. This is facilitated by Barnardo's and takes the form of a Survey Monkey questionnaire that learners are asked to complete following course attendance. The second is a further evaluation 3 months after completing the course. These have been conducted through the Business Office during 2017/18 and have been aimed at specific subjects, again by a Survey Monkey questionnaire.

We highlight a statistical breakdown of the evaluations conducted immediately after the course by Barnardo's. This data is analysed by the Sub Group and discussed with Barnardo's on a quarterly basis to identify any issues that may result in course adaptation. The grey cells identify areas with lower than expected scores and forms the basis for discussion.

Course	No. attending *(excl left early & no e-mail)*	No. completing all or part of the evaluation	PRE quite/very confident on all objectives	POST quite/very confident on all objectives	All or most aspects relevant	No additional development needs	Changes to own practice identified	Trainer knowledge good/ excellent	Materials & hand-outs good/ excellent
Challenging Behaviours	17	13 (76%)	3 (23%)	9 (75%)	8 (67%)	6 (50%)	9 (69%)	11 (93%)	10 (83%)
Child Sexual Exploitation	89	50 (56%)	5 (10%)	35 (70%)	45 (94%)	27 (55%)	47 (96%)	49 (100%)	43 (88%)
Children with Disabilities	24	16 (67%)	5 (31%)	16 (100%)	16 (100%)	10 (63%)	16 (100%)	16 (100%)	15 (94%)
Disabilities Workshops	62	37 (60%)	9 (24%)	33 (89%)	33 (97%)	12 (35%)	33 (89%)	34 (100%)	33 (97%)
Disguised Compliance	97	64 (66%)	12 (19%)	55(86%)	60 (97%)	25 (40%)	59 (92%)	62 (98%)	60 (95%)
Domestic Abuse	64	49 (77%)	2 (4%)	37 (76%)	39 (80%)	27 (55%)	43 (88%)	47 (96%)	42 (86%)
Effective Supervision & Management	66	36 (55%)	3 (8%)	28 (78%)	30 (86%)	20 (56%)	36 (100%)	35 (100%)	35 (100%)
Female Genital Mutilation*	61	Data shows majority rate themselves as fair or poor knowledge pre course and all but one says agreed or strongly agreed that knowledge of all aspects increased post course. All rate content as good, very good or excellent; 97% (63) rate resources as good, very good or excellent							
Graded Care Profile	146	65 (45%)	6 (9%)	56 (86%)	63 (98%)	29 (45%)	64 (98%)	58 (92%)	59 (92%)
Learning event – non mobile babies	57	32 (56%)	17 (55%)	29 (94%)	22 (85%)	15 (54%)	28 (88%)	27 (96%)	26 (93%)
Learning from SCRs	52	33 (63%)	*8 (36%)*	29 (94%)	30 (91%)	11 (45%)	32 (97%)	32 (100%)	29 (91%)
Looked After Children workshop	94	45 (48%)	15 (33%)	38 (84%)	32 (74%)	24 (56%)	39 (83%)	42 (98%)	37 (86%)
Neglect & Child Development	57	28 (49%)	3 (5%)	21 (75%)	27 (96%)	11 (39%)	23 (82%)	27 (96%)	28 (100%)
Strengthening Families	97	53 (55%)	6 (11%)	51 (96%)	44 (88%)	26 (51%)	56 (87%)	50 (98%)	45 (88%)
Supervision Workshops	108	62 (57%)	7 (11%)	52 (84%)	57 (93%)	38 (62%)	61 (98%)	60 (98%)	59 (97%)
Think Family Workshops	136	58 (43%)	10 (17%)	48 (83%)	56 (97%)	36 (62%)	58 (100%)	58 (100%)	49 (84%)
Thresholds & Pathways & Early Assessments	102	63 (62%)	8 (13%)	46 (74%)	56 (90%)	28 (45%)	61 (97%)	56 (90%)	58 (94%)
Voice of the Child	86	49 (57%)	19 (39%)	46 (94%)	41 (87%)	27 (57%)	46 (94%)	46 (98%)	44 (94%)
Working Together	93	52 (56%)	24 (47%)	45 (88%)	42 (80%)	36 (69%)	38 (73%)	48 (96%)	44 (86%)

*Female Genital Mutilation course uses a different evaluation method administered directly by the trainer.

In order to increase the number of learners completing evaluations following training, the Sub Group have taken the option to join the booking procedure, evaluation and certificates into the same system provided by the Virtual College. This means that before a learner can download a certificate of attendance they must first complete the online evaluation. Throughout 2017/18, the Sub Group will monitor the % of learners completing the evaluations to see if this has an impact.

The below contains a number of quotes from learners following the training they have attended showing the positive impact these courses have had on practice.

> *"The training was very informative, the trainer was knowledgeable about the subject matter, drawing on her vast experience to illustrate her points (Early Help Coordinator)."*
>
> **Domestic Abuse**

> *"Excellent passionately presented with up to date knowledge and practical experience. Powerfully presented with real case studies that drove the learning home especially the before and after pictures that spoke a thousand words about the trauma these young people suffered (GP Locum)."*
>
> **Child Sexual Exploitation**

> *"I felt this was one of the best training course I had been on, Simon's knowledge was brilliant and he managed to engage the whole group, I felt it was extremely emotive, shocking at times and hard-hitting but this enabled the message to be clear and I took away so much from the training and have already recommended training and resources to colleagues and have been able to show video "Kayleigh's love story" to friends and family. (Support Worker)."*
>
> **Child Sexual Exploitation**

> *"I enjoyed the trainer's humour. Additionally, he was knowledgeable and helped us think about some current key issues as well as the procedural issues. The normal exercise of working through cases, which I seem always to do on any safeguarding or early help training, is absolutely crucial as we have to handle the materials re levels and think things through collaboratively. (Educational Psychologist)."*
>
> **Thresholds and Pathways / Early Help Assessments**

> *"Fantastic trainer, very knowledgeable and passionate. This has been so useful and I think all schools and settings should attend. I will plan a whole school training day to train all staff to understand the value of supervision (Head teacher)."*
>
> **Effective Supervision and Management in Safeguarding**

> *"Knowledgeable facilitator, activities were extremely thought-provoking & able to put into practice immediately - will educate all staff at setting now! (Family Support Worker)."*
>
> **Disguised Compliance**

> *"I found the course interesting and informative and gave good background as to why it is essential to listen to children's voices (Early Years Portage Practitioner)."*
>
> **Voice of the Child**

The Business Office undertook a number of impact evaluations on face to face courses during the year. The impact reports for these can be found below:

- Disguised Compliance – Impact Report
- Female Genital Mutilation – Impact Report
- Voice of the Child – Impact Report

Below are a number of quotes taken from these reports evidencing the impact they have had on practice.

Please explain how your confidence has increased as a result of the training
"I feel I am able to constructively question parents that I believe are displaying Disguised Compliance."

Disguised Compliance

Please explain how you feel more equipped as a result of the training
"I haven't had many cases where I believe there is Disguised Compliance but when I have I have felt more confident in questioning the parents on their actions."

Disguised Compliance

Please explain how you feel more equipped as a result of the training
"Disguised compliance can lead to a focus on adults and their engagement with services rather than on achieving safer outcomes for children. This is currently the case with one of my families and support to understand the complexities and challenges that mother presents as a smokescreen from getting to the children. Use of reflective supervision and multi-agency working is crucial in this case."

Disguised Compliance

Please explain how your practice has changed as a result of the training
"I am much more aware of the different countries and cultures that FGM is performed in. I am now not afraid to ask questions in case I offend others."

Female Genital Mutilation

Please explain how your practice has changed as a result of the training
"My pre conceived ideas of FGM were shown to be totally misconceived and I feel more understanding of the challenges that victims of FGM face. The training course totally changed my way of thinking."

Female Genital Mutilation

Please explain how your confidence has increased as a result of the training
"I am much aware and because of this and the knowledge of how FGM is performed. I am confident to ask questions to make others aware of this form of FGM and what it consist of."

Female Genital Mutilation

Since attending the course I have used aspects of the training in my day to day practice
"Working with a young person I felt confident to ask about FGM. She informed me that she was all for it and set to have it done. Her mother convinced her that it was the right thing to do. She thought it was the best thing for her until she was told about it in school and shown pictures."

Female Genital Mutilation

Please explain how your practice has changed as a result of the training
"I am now using the voice of child box in our templates on S1 to record comments, observations and interactions within school and family settings."

Voice of the Child

The aspect of the training I remember most is...
"How important it is to spend time to capture comments, feelings, interactions and general observations throughout our time with children and families"

Voice of the Child

In addition to the above, the Business Office attempted to carry out an impact evaluation into the Neglect Conference that took place in 2016. However, due to the low number of respondents a report was not produced. As a result, the Business Office has further explored how it can carry out impact evaluations more effectively and been in touch with a number of other LSCBs in order to share best practice. As a result, during 2017/18, the NSCB will look to align its whole evaluation approach into one system making access for learners easier and hopefully give the NSCB a better return.

5.5 Annual Training Return

As detailed above, the NSCB requested its first training return where all partner agencies were invited to detail the level of safeguarding training they are delivering to practitioners in their own agency. The table details the partners that returned the Annual Training Return:

Partner Agency	Return Received
BeNCH	Yes
Borough Council of Wellingborough	Yes
CAFCASS	No
Corby Borough Council	Yes
Daventry District Council	Yes
EMAS	Alternative response given
East Northamptonshire District Council	Yes
Kettering Borough Council	Yes
Kettering General Hospital	Yes
Nene & Corby CCG	Yes
Northampton Borough Council	No
Northampton General Hospital	Yes
NCC – Public Health	Yes
NCC – Early Help & Prevention	Yes
NCC – Learning, Skills & Education	Yes
NCC – Safeguarding Children Services	Yes
NHFT	Yes
Northamptonshire Police	Yes
Northamptonshire YOS	Yes
National Probation Service	Yes
Rainsbrook STC	Yes
St Andrews Healthcare	Yes
South Northamptonshire District Council	Yes

Following analysis of all returns, each agency was issued with a number of challenges based on the return to reassure Board that training was being delivered and access was to a high standard. In addition to the challenges given to each agency, 4 specific challenges were delivered to all partners following the identification of gaps in a number of areas. These 4 challenges were:

1.   Please ensure the NSCB that your agency / organisation has a process in place to ensure staff have received 'safeguarding' training and take a refresher at least every 2 years (3 for health colleagues);

2.   Please assure the NSCB that your agency / organisation has provided and evidenced that all staff have completed training / received information on the following subjects:
-       CSE
-       Domestic Abuse
-       FGM
-       Neglect
-       Prevent / Radicalisation & Extremism;

3.   Please assure the NSCB that all staff within your organisation working predominantly with adults received training on safeguarding children and adopted a 'think family' approach in their work; and

4.   To assure the NSCB, 6 step briefings produced as a result of a Serious Case Review and other types of learning review are disseminated and discussed with staff.

All partners who responded to the initial training return provided responses to the challenges. The Sub Group will continue to monitor the level of training that agencies are delivering by a single agency approach, although it is proposed that this will be incorporated into the Section 11 audit in future years.

5.6   Course Approval Scheme

The Sub Group have continued to offer the course approval scheme to agencies wishing to have their 'Introduction to Safeguarding' course approved by the group. The focus of the group was to try and ensure that all partner agencies had either had the course they deliver as 'Introduction to Safeguarding' approved or confirmed they use the NSCB E-Learning module as part of the training return. A number of partner courses have been approved during the year and the Sub Group continues to work with and advise the options available to fulfil this requirement, and assist in ensuring any course submitted reaches the desired level.

It has been over 2 years since the course approval scheme was developed so as well as continuing to work with partners to submit initial courses, the Sub Group will develop a process for re-submitting approval for courses during 2017/18.

6.   Challenges/issues/developments/opportunities

The Sub Group continues to face a number of challenges. One, by ensuring that the NSCB training offer continues to represent value for money; and two, training partners need to deliver in a multi-agency environment whilst ensuring single agency training is delivering the standard that the NSCB expects. Here are some of the significant challenges for the group in the last year and also details of the opportunities this has given the Sub Group and Board to work in new and different ways moving into 2017/18.

Cost of Face to Face Training

The continued high cost of face to face training delivery has resulted in the need for the NSCB to look at different ways of delivering this offer. During 2016/17, the training budget for 2017/18 was reduced by 50% and as a result, the Sub Group looked at how the face to face offer could be delivered in alternative ways. This has given Board partners with necessary expertise, the opportunity to deliver training as an 'in kind' contribution to the NSCB. This allows other subjects to be commissioned through a training partner.

Increase % take up of Face to Face Training

A number of courses have run with a % capacity lower than the expected level of 85%. This was partly due to scheduling during school holidays and lower than expected demand. This has given the group the opportunity to look at delivery with one key change for the coming year: a move from thematic workshops in a variety of locations to large scale conference style events that will enable a greater number of practitioners to attend training in one go, rather than over a number of days.

The NSCB has also taken the opportunity to enable more control over its face to face bookings by purchasing an add-on to its e-learning platform that enables all training to be administered through the same system. It is hoped that this will not only assist in ensuring training has a higher take up as well as assisting with evaluation and impact evaluations being served through the same system.

Charging for Non-Attendance at Training

Over the course of the current training contract, the Business Office has struggled to charge for non-attendance at training. It is widely recognised that if the Business Office was able to effectively charge for non-attendance that this would generate income for Board. Whilst non-attendance should not be seen as an income generator, effective charging should mean that more practitioners ensure they attend courses.

The use of the new booking system will allow the Business Office to have full booking details for learners including the relevant purchase order numbers and addresses to enable recharging for non-attendance. The number of learners not attending training will continue to be monitored during 2017/18 and income received from non-attendance monitored and reported to ESG and Board.

Maintaining commitment to E-Learning

The commitment from partners to the NSCB E-Learning courses has been excellent. Not only does this provide the NSCB an opportunity to expand this offer, we can evidence its usage which presents the partners with a challenge that learners continue to engage with the system on an ongoing basis.

Plans for 2017/18 include using the E-Learning system to create an NSCB module which can be undertaken by learners at induction. There are also plans to use the E-learning tool as a further way to disseminate the training from Serious Case Reviews.

Monitoring of Single Agency Training

A significant challenge during the year has been the continual monitoring of single agency training. Whilst the training return offered insight into the courses being delivered by individual agencies, challenges were given to all agencies to prove what they were delivering. Sub Group remains concerned at the level at which some agencies can identify staff who have attended training and those who still require training on specific subjects. The Sub Group will continue to monitor the single agency training being delivered during 2017/18 and request data through the Section 11 partner audit. As with 2016 / 2017 regular reports to NSCB Board will be made and where issues remain with some partners not responding to information requests this will be escalated to the Board representatives for further challenge and scrutiny of the training approach being adopted.

Adopting a Think Family Approach

Following the review of the NSCB, it has been agreed that from 1st April 2017, the Sub Group will merge with the Safeguarding Adults Board Training Group. This will give the partnership the opportunity to deliver a more 'think family' approach and that staff working in children services are aware of adults' safeguarding issues and vice versa. This will also give the opportunity to explore having both children's and adults e-learning on the same platform to create even greater integration of work.

7.   Next steps/plans/priorities/actions

Based on the above, the Sub Group have a number of actions for the forthcoming year as detailed below:

- To successfully merge the Learning & Development and Training Sub Groups of the Safeguarding Children and Adult Boards;

- To ensure the Face to Face training offer provides value for money whilst delivering the key training topics agreed by the Board. This will be monitored throughout the year, with the possibility of costs continuing to reduce by identifying alternate delivery methods;

- To implement an integrated booking, evaluation, impact and charging system across both E-Learning and face to face training;

- To ensure non-attendance at face to face training is charged for.

- To produce a revised Learning and Development Strategy in line with the revised training offer across both Safeguarding Children and Adults';

- To explore opportunities for Adult Social Care to access courses via the NSCB E-Learning offer.

- To request and analyse data on partners' single agency training through the 2017/18 Section 11 audit;

- To create an E-Learning module on the role and function of the NSCB to improve practitioners knowledge; and

- To ensure all training across the Safeguarding Children and Adults' agenda adopts a 'think family' approach for practitioners.