

NCASP Annual Report on Multi-Agency Training (Children’s Workforce)

April 2022 – March 2023

The training really made me think!

Overview

We have been able to gradually re-introduce some face-to-face training this year but have retained virtual delivery of specific courses. The offer has therefore been a mix of classroom and virtual classroom training and, based mainly on the NCASP priorities, has consisted of the following courses:

- Multi Agency Child Protection
- Neglect
- Vulnerable Babies
- Suicide Awareness (provided by NCC’s Integrated Wellbeing Service)
- Impact of Domestic Abuse (DAPS Level 1)*
- Domestic Abuse: Ask and Action (DAPS Level 2)*
- Domestic Abuse: Trusted Professionals (DAPS Level 3)*
- Fabricated or Induced Illness
- Training for Trainers in Safeguarding Children
- Safeguarding Children Trainers Refresher
- Signs of Safety Partners Training
- Contextual Safeguarding*
- Transitional Safeguarding*
- Vulnerability not Age: Exploring Sexual Exploitation*

** These courses were provided jointly for children and adult workforce*

In addition to the scheduled courses, the following additional learning events were provided:

- Safeguarding Children and Adults – Training for Trainers in VCS
- Domestic Abuse Summit
- Neglect Summit
- Did You Know? Drop-in event on safeguarding children for Safe Week

Key Data – Scheduled Learning

	2022-23	2021-22	2020-21
Total number of learning events delivered	47	46	50
Total number of attendances at learning events	505	591	820
Average attendance at learning events	11	13	16
Total days of training provided (full-time equivalent)	32	28	26.5
No of facilitators from partner organisations contributing to delivery of training	20	20	14
E-learning completions on relevant modules		2,192	6,142

Attendance at Multi-Agency Training - By Agency (excluding Summit events)

YEAR	NCC	NHCT	HDFT	CNTW	Police	Prob	VCS	School	GP	Other	TOTAL
2022-23	340	26	22	10	0	1	41	10	16	39	560

Comparison with Previous Years											
2021-22	388	73		20	5	4	35	29	25	12	591
2020-21	46	180		16	22	0	50	25	32	26	820
2019-20	630	303		22	58	15	131	76	28	15	1327

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

YEAR	NCC	NHCT	CNTW	Police	Probation	VCS	CCG	Other	Commissioned (NCC funded)
2022-23	43 (14)	4 (3)	0	0	0	2.5 (2)	1 (1)	2 (1)	0
2021-22	38.25 (10)	10.5 (6)	0	0	0	1 (2)	3 (3)		0
Comparison with 3 Previous Years									
2020-21	35.5 (10)	8.5 (3)	0	0	0	0	0		4 (2 providers)
2019-20	57.5 (18)	19.5 (9)	9 (2)	2.5 (3)	0	0.5 (1)	2 (1)		10 (4 providers)

Key Data – Special Events

- Neglect Summit – attended by 282 delegates (virtual event)
- Domestic Abuse Summit – attended by 58 delegates (face to face event)

Analysis

This data shows a significant increase in the trainer time and proportion of delegate attendances by NCC but there are two key factors which affect this:

- TUPE of Integrated Wellbeing Service and Social Care Training Team from NHCT to NCC
- TUPE of Early Help staff in the Central and South-East localities from Action for Children and Barnardos into NCC

There has been a significant drop in the average attendance at training events over the past 4-5 years (from 18 in 2019-20 to 11 in 2022-23) Some of this may be explained by the expansion of the Early Help and Prevention multi-agency training programme or the increased single agency training offer to NCC social workers. Teams and services are under increasing staffing pressure and so releasing staff for training may also be more difficult. Certainly, this has impacted on agencies' ability to release staff to facilitate training. We have also seen a significant increase in delegates cancelling places at short notice or failing to attend without prior cancellation.

However, the two 'summit' events on Neglect and Domestic Abuse were both well attended with wide representation from agencies and services.

E-Learning

The following e-learning continued to be offered free-of-charge to anyone working with children and families in Northumberland via the NCC Learning Together platform.

Course Title	Total Completions
Safeguarding and CP for Children's Workforce	810
Safeguarding Children and Adults	193 (excluding NCC staff)
Criminal Exploitation	70
Signs of Safety Awareness	45
Female Genital Mutilation	142
Child Sexual Exploitation	178
Safeguarding Children with Disabilities	51
Emotional Abuse	88
Domestic Abuse and Safeguarding Children	74
Honour-Based Violence and Forced Marriage	19
Modern Slavery and Human Trafficking	74
Early Help for Children and Families	36
Private Fostering	7
MAPPA	11
Recognising and Responding to Domestic Abuse	59
Parental Conflict and its Impact on Children	97
Self-Harm (Young People)	100
TOTAL	2,054

COVID 19 restrictions triggered a significant increase in the use of e-learning by the children and families' workforce and, whilst completions have decreased since lockdown, we have maintained a significant number of staff and volunteers accessing these modules. Schools are one of the main users, but promotion of the learning offer to the voluntary and community sector via Northumberland Communities Together has been successful in engaging small, local organisations and groups to use these materials and resources.

Training linked to NCASP Priorities

1: Domestic Abuse

We have continued to provide the regional DAPS training (developed in partnership with the Office of the Police and Crime Commissioner) which has three levels of learning. We have reviewed all three courses this year and revised our delivery model in response to delegate feedback and to ensure it is consistent with Northumberland's Domestic Abuse Training Strategy. We have delivered the level 3 course jointly with North Tyneside Council staff to ensure best value for this training.

We have grown the domestic abuse training team by involving the commissioned DA services in course delivery, ensuring that local referral routes and processes are embedded in the training.

"The knowledge and understanding of the trainers was great. I would recommend this course to anyone."

In addition to the multi-agency offer, we have provided service-specific domestic abuse training to NCC Housing staff. This has led to

- the development of a training event for other housing providers
- work with NCC's Tenants' Alliance *and*
- a Domestic Abuse Community Awareness event to support the priorities of the Northumberland Domestic Abuse Local Partnership Board.

The wider Early Help and Prevention Multi Agency Training Programme also offers courses which relate to domestic abuse, including Child to Parent Violence and Abuse (CPVA) Briefing and CPVA Toolkit courses and training on Motivational Interviewing: Communicating for Change. A recent impact evaluation of the CPVA Toolkit training highlighted the ways these tools are being used to support direct work with young people and parents to positive effect:

- “The family thought the agreement was good to use and allowed them to see the clear expectations.”
- “It helped them to see that their behaviour was being modelled by the child, in order to change their child's behaviour they thought about their own!”
- “The feedback from the triangles was really positive. Especially from mum, she totally understood the change in family dynamic when using a visual tool.”
- “They are pleased it has help give boundaries in the home and improved the family dynamic”
- “Parent said she felt more confident in responding to behaviour”.

The multi-agency working group to coordinate the 16 Days of Action in November/December ensured that domestic abuse training was a key element of the programme.

In addition to presentations by specialist external speakers, the Domestic Abuse Summit in October 2022 provided a platform to raise the profile of the Integrated Domestic Abuse Services and support action planning for future service development.

2. Neglect

The Neglect course continued to be delivered via Teams this year, but we were able to re-instate the Neglect Toolkit training as a face-to-face course as part of the Early Help programme.

The Neglect Summit (delivered virtually) was attended by nearly 300 delegates and combined presentations by specialist speakers with working groups to develop single agency action plans to address neglect.

“Really informative, the knowledge and experience of the trainer was helpful.”

3. Vulnerable Babies

“Very interactive and easy to understand ... it was brilliant.”

“I really liked how informative the training was and enjoyed the activities.”

We have continued to deliver this course virtually and have shared it with North Tyneside. The content was reviewed to ensure it reflected the updated Multi-Agency Pathway for Bruising in Pre-Mobile Babies

4. Suicide / Mental Health

The Suicide Awareness course on the NCASP programme is provided by Northumberland Integrated Wellbeing Service as part of the Public Health training. This team also deliver a wide range of mental health training relating to both adults and children. In addition, a significant proportion of the Early Help and Prevention Multi-Agency Training Programme focuses on mental/emotional health (eg Eating Disorders, Self-Harm, Anxiety, Low Mood, Autism, ADHD, Resilience, Bereavement, ROAR) and provides underpinning

knowledge for the Mental Health in Schools trailblazer. The Early Help and Prevention Training Programme is reported on separately.

5: Impact of Covid

Rather than being a ‘course topic’, this priority area continues to be addressed as a theme / area of consideration in all NCASP training.

Additional Training

In addition to training on the NCASP priorities, we have continued to offer the basic Multi-Agency Child Protection course on a regular basis as this is the foundation learning about multi-agency processes and procedures as well as sharing messages about recent local and national case reviews. Training for trainers and trainer refresher courses have also been retained in the NCASP offer to support the quality assurance of single agency safeguarding training and Signs of Safety Partners Training supports the wider children’s workforce to understand and embed NCC’s practice model.

We have also continued to provide training on specific topics which have relevance across children and adult safeguarding, particularly linked to learning from local case reviews (eg Transitional Safeguarding, Contextual Safeguarding and Exploitation.) These courses are organised by NCC’s Social Care Training Team.

Evaluation of Training

Quality Standard	Strongly Agree	Agree	Neutral	Disagree or Strongly Disagree
Training was well-organised and easy to follow	84%	15%	1%	
Trainers were knowledgeable on the subject	89%	11%		
Training was relevant to my role	75%	24%	1%	
I was given the opportunity to participate and interact	82%	17%	1%	
My contributions were listened to, valued and respected	84%	15%	1%	
The training will impact positively on my professional practice	79%	20%		1%

Delegates were also asked to scale the overall quality of the training on a 5-star scale:

				
0	1%		11%	88%

Delivery Methods

Throughout the year we have continuously reviewed the delivery model for each course in order to make best use of virtual platforms and face to face classroom training. These decisions have been influenced by learner feedback and trainers’ professional opinions of the ‘best fit’ for their specific courses. The most common preference from both learners and facilitators is that, for multi-agency training, they find the quality of learning is much better when they are in ‘real’ classroom and are able to engage in a wider range of interactive and discussion-based activity. Delegates have commented on the value of focused learning

time without the temptation to multi-task (eg deal with emails) during training. Almost the only responses in our post-course evaluations on 'Any comments to help us improve the training' were requests to return to face-to-face delivery.

"Virtual is more convenient, but F2F is more engaging and improves participation!"

"The sooner we can get into a classroom the better."

Anne Lambert (Learning and Development Coordinator) April 2023