

## NCASP Multi Agency Training Report (Adult Social Care)

### Social Care Training Team (SCTT)

2022 – 2023

#### Overview

The Social Care Training Team plan and deliver the adult social care multi-agency training programme on behalf of the Safeguarding Partnership. The programme includes Core Safeguarding and associated training as well as any additional training that may be required throughout the year.

During the period, we have seen a gradual return to face-to-face delivery across the programme whilst still offering virtual sessions for some subjects and a combination of both for others.

#### Key Data

The table below provides key data of the multi-agency offer for adult social care. Courses marked \* are also open to children's social care.

SUBJECT	SESSIONS DELIVERED	TOTAL ATTENDANCE
SA Awareness and Alerting (L1)	9	104
SA Multi Agency Referral & Decision Making (L2)	6	115
SA for Managers/Supervisors PVI	3	44
SA Policies & Procedures (Tri-X)	3	180
CPVA (Adult Social Care)	1	8
Domestic Abuse – Impact of (L1) *	Not included within this report	Reported separately on behalf of L & OD
Domestic Abuse – Ask and Action (L2) *	As above	As above
Domestic Abuse – Trusted Professional *	As above	As above
Predatory Marriage	2	20
Essential Autism *	2	27
Alcohol Change Blue Light *	2	31
MCA Fundamentals	7	134
Transitional Safeguarding *	3	51
C.A.R.E. Trauma Awareness *	3	57
Vulnerability not Age (Exploring Sexual Exploitation) *	3	32
Criminal Exploitation*	3	29
Learning Disability Awareness	2	20

<b>OVERALL TOTAL: Safeguarding Adults Awareness</b>	<b>49 271 e-learning completions</b>	<b>852 (avg. 17 / session)</b>
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### **Training Linked to Partnership Priorities**

#### Transitional Safeguarding

Sessions have continued to be delivered with the support of colleagues from Northumberland Adolescent Service. The sessions are offered on a multi-agency basis and attendance has increased since their initial introduction in 2021. We have moved away from virtual delivery and all sessions are now offered on a face-to-face basis.

In addition, we have produced 7 Minute Guides, Learning Briefings and a webinar in relation to the 'Harry' Joint Learning Review.

#### Domestic Abuse

The regional DAPS training continues to be delivered jointly with facilitators from a range of agencies including SCTT and L & OD. Further information on this training has been reported by L & OD within the Children's Workforce Multi Agency Training Report (2022 – 2023).

#### Criminal Exploitation

These sessions continue to be delivered with the support of colleagues from Safer Northumberland Partnership and adult safeguarding.

We have reviewed and updated the resources for this session including County Lines, Modern Slavery and Human Trafficking. Additional resources have been included to raise awareness of practitioner guidance and relevant procedures held on Tri-X.

We now offer face to face as well as virtual training opportunities.

#### Making Safeguarding Personal (MSP)

MSP is an approach to safeguarding adults that ensures the process is client led rather than system led. MSP is embedded in our CORE Safeguarding Adults Training offer and a webinar is also available for individuals to explore in more detail.

### **Additional Training**

#### Organisational Safeguarding Procedures

We work closely with our colleagues from the Safeguarding Adult and Contracts and Commissioning Teams to ensure external agencies receive up to date training and information in relation to safeguarding practice. This is usually carried out where a service is open to Organisational Safeguarding Procedures and assurances are sought as part of the Section 42 Enquiry process.

#### Service Provider in-house training

Since Covid restrictions have lifted and we are returning to more face-to-face delivery, this has enabled us to return to our offer of bespoke in-house training to our service providers where requested. During the year we have worked with a number of Care Homes, Home Care Providers

and Registered Social Landlords to deliver a range of subjects including – Safeguarding Adults, Mental Capacity Act, Record Keeping and Criminal Exploitation.

#### SAFE Week

“Did you know” drop -in about Safeguarding Adults

#### Training for Trainers

Working with colleagues in L & OD we delivered a Safeguarding adult and children session for the Voluntary sector co-ordinated by the Citizen’s Advice Bureau.

#### Taxi Driver Exploitation Briefings

We continue to deliver monthly virtual sessions for taxi drivers as part of the licensing requirements of NCC.

#### Excellence in Management Course

This is a dedicated programme aimed at aspiring service and registered managers to grow and develop confidence and skills in their respective roles. The programme has been developed with Contracts and Commissioning in partnership with other colleagues from both NCC and external agencies. As part of the programme (which runs over the course of 6 months), we offer a dedicated day of training in relation to Safe Services which includes safeguarding adults and MCA.

#### **Course Attendance**

Attendance over the period was 81% (registrations vs. actual attendances) which is a significant improvement from the previous year which was approx. 60%. A contributing factor is due to the introduction of our external agency Charging Policy from 1<sup>st</sup> April 2022. Services will be charged a £50 ‘Did Not Attend’ fee should they fail to show up on training or cancel within the specified timeframe.

Quarterly DNA rates this period:

<b>Period</b>	<b>DNA's</b>
April - June	23
July - September	59
October - December	28
January - March	17

#### **Evaluation**

We recorded a 21% return rate of post course evaluations. This figure may seem low in relation to the number of attendances, however we like to believe that the responses are a true reflection of the learner experience by those who took the time to respond.

Please see Table below for key evaluation data.

Quality Standard	Strongly Agree	Agree	Neutral/ Blank	Disagree/ Strongly Disagree
The trainer(s) were knowledgeable about the topics covered	87%	13%		
The training was relevant to my role	88%	12%		
I was able to contribute and felt listened to, respected and valued	59%	16%	1% (n) 24% (b)	
The training will have a positive impact on my practice	73%	25%	2%	

**Additional Delegate Feedback:**

- ❖ *“This is genuinely one of the most engaging and interesting training sessions I’ve done” (Alcohol Change Blue Light, face to face session)*
- ❖ *“The trainer was great! Punctual, knowledgeable and friendly and getting us involved with the questions. Thank you and please keep offering on-line sessions!” (SA L2 – virtual session)*
- ❖ *“Difficult subject matter but was made very informative and interesting. Will definitely recommend to other colleagues.” (Vulnerability not Age – face to face session)*
- ❖ *“The trainers’ passion for the subject was refreshing!” (Criminal Exploitation – virtual session)*
- ❖ *“The trainer was excellent and involved everyone in conversations. I don’t think the training could have been delivered any better” (Safeguarding Adults Managers & Supervisors – face to face session)*