



Monitoring & Evaluation Framework

CHSCP Training Programme

Issue Date	Date of Next Review	Lead Officers
September 2021	September 2022	Mary Lee, Designated Safeguarding Nurse, NEL CCG Rory McCallum, Senior Professional Advisor, CHSCP TLD Sub Group Members

1 Purpose

- 1.1 This document outlines the monitoring and evaluation framework (*the framework*) to support the CHSCP's multi-agency training programme. This framework is reviewed annually by the CHSCP Training, Learning & Development Sub Group to ensure it remains fit for purpose and complements the CHSCP's overall strategic priorities and the CHSCP Training Strategy.

2 Supporting Learning & Development

- 2.1 Safeguarding learning and development activity is a shared responsibility between training providers, employers, delegates, and their managers. Alongside, the CHSCP's training leads, all stakeholders should work together to support the effective delivery and evaluation of multi-agency safeguarding training. This is particularly important in terms of judging the impact of training on achieving best outcomes for children.
- 2.2 In this context, management support is key. Not only in respect of monitoring and evaluation, but in creating the right conditions for learning and development to be prioritised and effective. Managers play a crucial role in supporting their staff to attend training and transfer learning into practice. Put simply, new skills, knowledge and attitudes will not be transferred to the workplace if participants are not provided with opportunities to use them.
- 2.3 Managers also have a responsibility to ensure their staff have enough time, resources and opportunities to use their new skills. The CHSCP recommends learning and development remains a standing item for supervision and that one-to-one sessions include discussions on learning from recent courses/events.
- 2.4 Managers also have a key role in sharing their perspectives of the CHSCP's training and whether this has made a difference to the effectiveness of their staff in safeguarding children and young people.

3 The Benefits

- 3.1 The establishment of a common understanding of safeguarding practice across safeguarding professionals is strengthened by mutual-learning and multi-agency training. This helps those on the front-line identify risk and know what to do if they are worried about a child or young person.
- 3.2 Multi-agency training also promotes cross-sector learning by bringing together safeguarding professionals from across the City of London and Hackney to exchange ideas and best practice. It also supports the development of common language, consistent practice, and helps raise awareness of how other agencies work, including any specific challenges and emerging safeguarding training needs.
- 3.3 The CHSCP's multi-agency training programme has a wide reach and a track record of delivering high quality learning experiences.
- 3.4 1182 places were taken up by delegates across the City of London and Hackney during 2019/20. During 2020/21, even with Covid-19, the CHSCP managed to train over 1201, with most sessions delivered being Safeguarding Children Level 1 and Level 3. Of the attendees during 2020/21, the significant majority felt that the training would enable them to more effectively safeguard children and young people.

4 Quality Assurance Overview

- 4.1 The CHSCP has quality assurance mechanisms in place to help capture evidence of the impact of its training and learning offer. These include:

- self-evaluation (pre, during and post training);
- line manager surveys;
- observation evaluations;
- monitoring (through quarterly Data-Review Reports);
- guidance from the TLD Sub Group and CHSCP Trainers Forum; and
- auditing.

The CHSCP *Training Standards* and *Individual Training Agreements* also help set standards by providing clear expectations for internal and external trainers.

4.2 The Framework takes note of the CHSCP Training Strategy success indicators:

- an increased number and multi-agency mix of practitioners attending training and development opportunities appropriate to their role;
- programmes run with learning outcomes that are multi-agency in focus;
- positive evaluations from delegates and follow-up evaluations evidencing impact on practice and outcomes;
- practice and positive outcomes for children and young people are evidenced through *Learning and Improvement Framework* – with auditing/case reviews seeing the impact of training via the quality of practice subject to review; and
- Positive CHSCP self-assessment returns evidence that agencies are delivering appropriate single agency safeguarding induction and training for their workforce and enabling participation in multi-agency events.

5 Self-Evaluation

5.1 The Framework focuses on the extent to which CHSCP training is contributing to improving the knowledge and skills of the workforce with regard to working together to safeguard and promote the welfare of children. Evaluations therefore cover the relevance, currency and accuracy of course content; quality of training delivery; short and long term outcomes and the impact of working together and inter-professional relationships.

- 5.2 Staff attending CHSCP training complete a set of three self-evaluations: **Pre-Course Evaluation, Post-Course Evaluation** and **Follow-Up Evaluation**.
- 5.3 **Pre-Course Evaluation** - Pre-course questionnaires collect data on agency, sector, area, and prior training experience to build a profile of what sector and locality attendees are coming from, and to ensure delegates meet threshold requirements for attending more advanced training courses. This stage also collects basic contact details of delegates, their selected course, and information on whether delegates have specific access needs to attend at training venues.
- 5.4 Delegates name, position title and agency are shared with the relevant training facilitator to ensure that training is delivered at an appropriate level. Line manager contact details are also collected to inform managers when a delegate has secured a place on a training course, and to complete the post-training line manager survey.
- 5.5 **Post-Course Evaluation** – Delegate evaluation forms are the primary tool to measure the quality of training and the performance of trainers. Participants must complete a self-evaluation form on conclusion of each training session to rate their individual experience of the training, including materials and the performance of the trainers themselves.
- 5.6 Participants also rate whether they believe knowledge gained will assist them in their roles to safeguard children more effectively. This will be used to evidence whether the course was pitched appropriately for the audience, has met its objectives, and measures what the participant has learned from the training session.
- 5.7 **Follow-Up Evaluation** – As part of the framework, some participants are contacted 2-3 months after course completion to undertake a further questionnaire. This 5 question post-course survey has two functions: to ascertain whether learning has had a direct impact on how professionals work with children and young people to improve their outcomes; and to gain information on training needs of individuals and their relevant agencies for forward planning.

6 Post-Course Line Manager Survey

- 6.1 Two or three line managers per course are contacted within six months of course completion via phone or email and asked whether they believe that training undertaken by their direct-report (participant) was relevant to their role, and whether the training has positively impacted on the participant's ability to safeguard children.
- 6.2 The purpose of the line manager survey is to qualify the response provided by participants and ensure greater accountability in evaluations. Delegates are made aware of the post-course line manager survey and that their line manager may be randomly selected to provide feedback.

7 Observer Evaluation

- 7.1 CHSCP multi-agency training is also subject to observation to ensure relevance of current or new training sessions. Select courses are chosen for observation: specifically any new courses, a sample of core courses, and any priority training areas for that particular year. All CHSCP trainers will observe multi-agency training sessions as part of their role. They will be asked to complete an observer evaluation form to enable CHSCP to:
 - ensure new training is robust and remains relevant;
 - deepen understanding of techniques to maintain delegate engagement;
 - provide new trainers opportunity to reflect on training, and develop their understanding of dynamics, challenges and good practice in providing effective training to multi-agency audiences

8 Monitoring

- 8.1 The quarterly Data Review Reports reviewed by the TLD Sub Group at each meeting are the primary tool to track progress of the multi-agency training programme. The report supports monitoring of progress by considering quarterly attendance numbers, evaluation feedback as well as highlighting progress achieved, key successes, challenges, and emerging issues.
- 8.2 Progress of the programme is tracked by the TLD Sub Group who provide strategic direction and guidance on interventions required (informed by feedback from Data Review Reports, learnings from case reviews, updates to legislation or practice, and agency training need).
- 8.3 The CHSCP Trainers Forum is another mechanism helping to ensure successful delivery of core safeguarding training. The Forum allows internal trainers to exchange ideas and escalate to the TLD Sub Group issues concerning best practice, revisions needed to core course material, new themes, training needs and innovation in training delivery.

9 Auditing

- 9.1 Multi-agency case auditing by the CHSCP can also help provide a focus on whether there is any evidence that training has influenced practice and impacted on the outcomes for children and young people.

10 Trainer Selection, Agreements & Feedback

- 10.1 External trainers are subject to a formal tender process. Individual *trainer agreements* are drawn up for each trainer to set the terms of the commissioned training including the CHSCP expectations for course content and delivery (including new guidance, best-practice and findings from serious case reviews). CHSCP trainers are expected to conform to the CHSCP trainer standards.