



CHSCP Training

Annual Report 2023-24

May 2024

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Childrens Safeguarding Training Coodinator / CHSCP

Activity Summary

Courses Delivered

A total of 60 courses were held in 23/24 - 59 were via virtual participation, whilst 1 was delivered via face-to-face live participation. The total number of courses delivered is a 7% increase on the last training year (22/23).

Course Title	No Held in 22-23	Delegates Trained 22-23	No Held in 23-24	Delegates Trained 23-24
An Introduction to Adultification	18	363	7 ▼	104 ▼
An Introduction to Female Genital Mutilation (FGM)			2 ▲	12 ▲
Child & Adolescent to Parent Violence and Abuse (CAPVA) Awareness Raising Training			2 ▲	27 ▲
Child Criminal Exploitation and County Lines	2	33	2	32 ▼
Child Sexual Abuse Education	2	26		
Children's Wellbeing & Mental Health	2	45	2	46 ▲
Cultural Awareness - Working with the Orthodox Jewish Community			2 ▲	67 ▲
Designated Safeguarding Lead' courses (Level 3)	3	109	3	123 ▲
Early Help and Hackney Child Wellbeing Framework	2	53		
Early Help Pathway, Request for Support Form and Assessment	1	19	1	20 ▲
FGM & Breast Flattening (CPD Accredited)	2	31	1 ▼	15 ▼
Impact of Neglect and Emotional Abuse on the Development of Children and Young People	3	56	3	29 ▼
Improving Professional Participation in Child Protection Conferences	2	23	2	19 ▼
Incel Ideology & Extreme Misogyny Training	1	3		
Intra-Familial Child Sexual Abuse	1	17		
LADO: Allegations Against Staff and Volunteers	1	8	2 ▲	29 ▲

LADO: Completing Employment-Based Risk Assessments			1 ▲	14 ▲
Non-Recent Child Sexual Abuse	1	14	1	15 ▲
Oral Health Care			1 ▲	7 ▲
Police Procedures	2	18		
Prevent Duty Awareness			4 ▲	55 ▲
Private Fostering Workshop			1 ▲	4 ▲
Protecting Children and Vulnerable Adults from Abuse Linked to Faith or Belief	1	13	1	17 ▲
Recognising the Difference between Domestic Abuse and Parental Conflict			3 ▲	40 ▲
Relationship Solutions - The Relationship Toolkit for Working with Parental Conflict			3 ▲	33 ▲
Safeguarding Children Basic Awareness courses (Level 1)	4	58	3 ▼	127 ▲
Safeguarding Children with Disabilities	1	11	2 ▲	33 ▲
Safeguarding in a Digital World	3	45	3	39 ▼
Safer Recruitment			2 ▲	18 ▲
Safer Sleep	3	60	3	43 ▼
The Child Death Overview Process			1 ▲	6 ▲
Understanding Adverse Childhood Experiences (ACEs), Trauma, and Trauma Informed Practice			1 ▲	10 ▲
Working with Cultural & Economic Diversity	1	15	1	14 ▼
TOTAL	56	1120	60 ▲	1000 ▼

10 new courses were introduced to the programme in 2023/24, including:

- **An Introduction to Female Genital Mutilation (FGM) *2** - an in-house course run by the Domestic Abuse and Intervention Service that provides a brief overview of FGM for those requiring less detail than that offered in the FGM & Breast Flattening course.
- **Child & Adolescent to Parent Violence and Abuse (CAPVA) Awareness Raising Training *2** - one of three courses sourced by Hackney CFS designed to help practitioners support parents to implement strategies and undertake safety planning.
- **LADO: Completing Employment-Based Risk Assessments *1** - a short course designed and delivered jointly by City of London and Hackney LADOs that assists practitioners in considering potential risks, and how to conduct employment-based

risk assessments where concerns have been raised about a worker's professional conduct, or issues in their private life.

- **Oral Health Care *1** - a two-hour webinar advising on oral health and disease, oral disease prevention, and services service users can be signposted to for further advice, support, and dental queries.
- **Prevent Duty Awareness *4** - a concise, certified webinar that explains the UK government counter terrorism legislation, and considers signs to look out for when seeking to identify young people at risk of being groomed.
- **Private Fostering Workshop *1** - a comprehensive webinar that helps practitioners determine what counts as a private fostering arrangement, what doesn't, and the relevant reporting process private foster carers need to undertake and when.
- **Recognising the Difference between Domestic Abuse and Parental Conflict *3** - one of three courses sourced by Hackney CFS designed to help practitioners distinguish between domestic abuse and parental conflict. It explores the language used to describe both, and identifies the behaviours associated with each.
- **Relationship Solutions - The Relationship Toolkit for Working with Parental Conflict *3** - one of three courses sourced by Hackney CFS designed to equip practitioners with a toolkit containing strategies that will help multi agency practitioners feel confident when supporting communication and conflict in the couple and/or parent/carer relationship.
- **The Child Death Overview Process *1** - a whistlestop tour of the Child Death Overview Process and the roles and responsibilities of those involved.
- **Understanding ACEs, Trauma, and Trauma-Informed Practice *1** - an overview of the physiological and psychological impact of Trauma; Adverse Childhood Experiences and their impact; and understanding and reflecting on Trauma-informed approaches in different contexts.

2 courses were reintroduced to the programme after taking a break for a year:

- **Cultural Diversity: Working with the Orthodox Jewish Community *2** - delivered by members of the Orthodox Jewish Community, this half day course equips practitioners with a cultural overview of Jewish daily practices, and strategies to assist with communicating with the community.
- **Safer Recruitment *2** - a full day comprehensive course that goes beyond HR policies to ensure that staff and volunteers working with children and young people have been suitably checked to deter unsuitable applicants working with these vulnerable groups.

The 5 courses not included this year include:

- **Child Sexual Abuse Education** - due to being unable to negotiate suitable dates.
- **Early Help Assessment and Hackney Child Wellbeing Framework** - replaced by an updated course; Early Help Pathway, Request for Support Form and Assessment.
- **Incel Ideology & Extreme Misogyny Training**
- **Intra-Familial Child Sexual Abuse** - accessible to colleagues via the LSCP training offering, which is publicised in the Training Things U Should Know (TUSK) briefing.
- **Police Procedures** - The designer/trainer for this course is no longer offering the course.

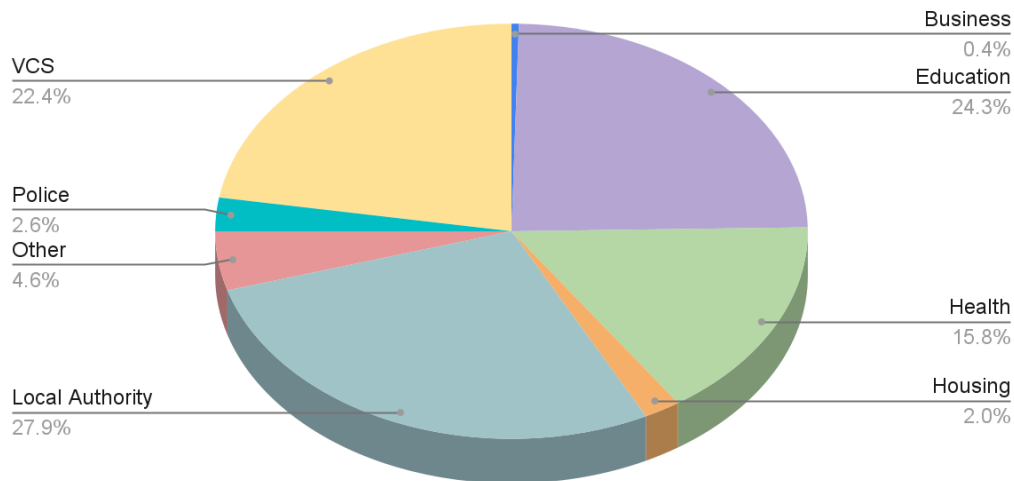
With the exception of 3 courses, there has been an upward trend trajectory in terms of numbers held. The downward trend for the number of *Introduction to Adulthood* courses was owing to the contract for the delivery of 36 sessions over 18 months coming to an end. The declining number of attendees per course, influenced the decision to reduce the number of *FGM and Breast Flattening* sessions delivered by Barnardos. Instead, the in-house *An Introduction to FGM* provided an overview to practitioners requiring less detail. Colleagues were also directed to the LSCP offerings throughout the year. Additionally, the *Safeguarding Children - Basic Awareness* course had a reduction of 25% of sessions offered, however, the course saw an increase of 119% of attendees this year compared to 22/23.

Courses that either maintained or saw an increase of the the number of sessions but produced less attendees included:

- **Child Criminal Exploitation and County Lines *2** - since the pandemic there has been a noticeable decline in the number of delegates attending live. With this being the only course to host a live in-person event, the 3% drop in attendees is expected.
- **Impact of Neglect and Emotional Abuse on the Development of Children and Young People *3** - this course has run thrice annually for several years now. The 48% decrease in attendees suggests a need for fewer courses or a refresher for staff that have already attended in the last couple of years.
- **Improving Professional Participation in Child Protection Conferences *2** - the course experienced a 17% decrease in attendees that may be explained by the rescheduling of a training date at short notice.
- **Safeguarding in a Digital World *3** - 2 of the 3 courses experienced technical issues, resulting in the rescheduling of 1 course that not every intended delegate was able to accommodate. This may explain the 17% decrease in attendees.
- **Safer Sleep *2** - much of the past demographic is made up of colleagues working within Children and Family Services. However, the offering continues to run consistently and expects to capture delegates within other sectors such as the Police, Housing, Maintenance, and any other services that are likely to have access to homes. The lack of representation from the target audience explains the 28% decrease.
- **Working with Cultural and Economic Diversity *1** - the course saw 1 less attendee this year than in 22/23, equating to a 7% decrease in attendees.

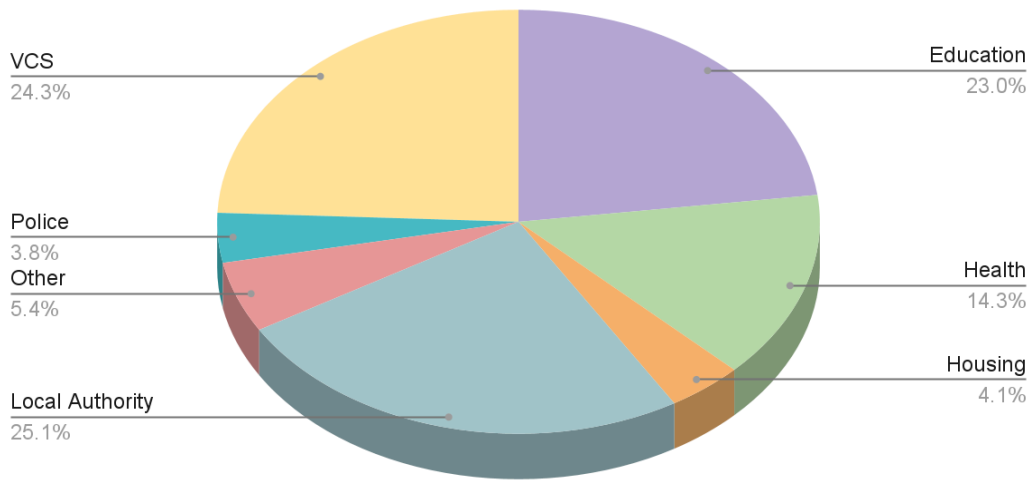
Attendance

1000 practitioners attended courses this year - a decrease of 10% compared to the previous year. Practitioners from Education represent 243 (13% decrease compared to 22/23) places compared to the Business sector representation of 4 delegates and the Housing representation of 20 delegates (67% increase compared to 22/23).



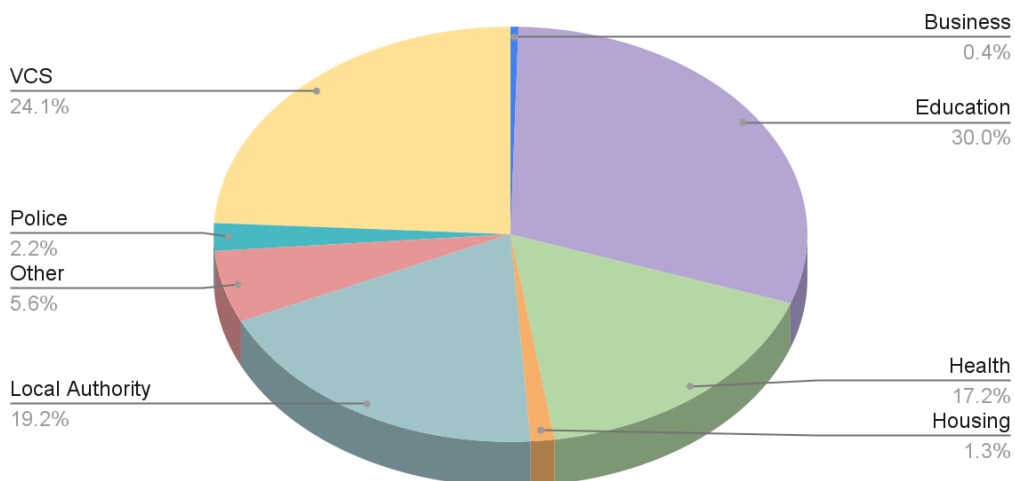
Non-Attendance

370 practitioners did not attend (did not cancel). This represents a 7.5% decrease from 22/23, but a 37% non-attendance rate overall, compared to the 35% non-attendance rate of 22/23.



Cancellations

464 practitioners cancelled their attendance for courses they had booked onto. Whilst this represents a 25% increase in cancellations, in the majority of cases, these are actioned independently by the delegate. In some cases, these cancellations prompted delegates from waiting lists to reapply for sessions that were otherwise at capacity.



Overall, 45% of all bookings made in 23/24 were either cancelled or not attended, compared to 41% of unutilised bookings in 22/23.

A detailed breakdown of each course, delegates that attended, did not attend, cancelled, agency and borough of delegates can be found here: [CHSCP Training Breakdown 2023/24](#).

Despite the high number of non-attendees for courses, the current decision is to continue to offer courses freely so as not to alienate services that are less able to financially afford training. Whilst this puts a strain on the core budget of £10,000 to roll out training for two boroughs, the partnership recognises the wealth of in-house expertise that is utilised to deliver the majority of the training programme. CHSCP continues to request timely cancellations from delegates who are unable to keep their commitments and have added a document to each internal course to highlight our expectations of delegates.

PHEW Learning Management System (LMS)

The PHEW LMS continues to assist with the reduction of administrative time dedicated to monotonous tasks. Over the last year, email templates have been updated with comprehensive instructions about adding courses to calendars, monitoring course status, accessing pre-course materials, and accessing the course itself. Relevant messages have been alliterated during training sessions and have seen a reduction in requests to manage features that delegates are able to manage for themselves, thus providing delegates with autonomy over their own schedules and learning.

Further, attendance at the PHEW LMS focus groups have led to global changes being made to the system. Some notable features include general bug fixes, being able to bulk merge delegates' accounts, enabling managers to bulk enrol direct reports on courses (a feature we are yet to enable), and viewing the number of booked delegates from the home page. We are currently looking forward to the ability to archive courses to reduce the clutter on the homescreen, and a course setup wizard to reduce the likelihood of human error particularly around enabling certificates, and ensuring evaluations are linked to courses. The significance of this latter point is elaborated on in the 'Evaluations' section of the report.

The automated issuing of certificates upon completion of a post evaluation form has contributed to an eased burden on the training coordinator not having to produce and send them out manually, and names appear as delegates request them (i.e. the given names they provide on their account). In addition, it has led to an increase in data that provides valuable feedback regarding initial thoughts surrounding course quality, although this is supplemented by mass emails on a monthly basis to remind delegates to complete specific evaluations depending on what stage of the 4-point evaluation process they are at.

External Courses

CHSCP frequently promotes training opportunities hosted by the London Safeguarding Children Partnership (LSCP) and other external providers. Up to, and including, 23/24 no formal records have been kept with regards to which courses were shared. Going forward, courses will be listed on the LMS and in the newsletter so that we are able to share a full programme of courses available to the partnership.

We understand that the LSCP are devising better ways of tracking attendance on courses. In the meantime, we can report on how many colleagues accessed LSCP offerings. To view the breakdown, you may review the [LSCP Course Bookings 2023/24](#).

Evaluations

For each CHSCP hosted internal course, there are four points at which evaluations are taken; at the point of registration, immediately post course, and 3-months post course, elicit the response of the delegate. Six months post course, line managers are asked about their observations of course impact.

The first two points of evaluation are automated by the LMS. Due to incorrect and inconsistent implementation of evaluation forms upon transition from a manual system to PHEW, human error ensured evaluation forms were not correctly linked to courses, thus producing empty data reports. Consequently, this significantly reduced the ability to measure the impact of training events. To combat this issue, the Level 2 and Line Manager evaluations were removed from PHEW, and a manual process was undertaken to request the information. All delegates were asked for Level 2 evaluation data via a generic email directing them to a survey, whilst approximately 8 line managers per session were randomly selected to respond to feedback via tailored emails. Having reviewed each individual course, evaluation forms have been updated to provide uniformity across the programme.

Each course listing has undergone revision, therefore, the plan for training year 24/25 is to revert back to using PHEW to collate all evaluation data. To aid the transition back to the automated system, a hybrid approach will be adopted that sees the Training Coordinator send out a mass generic email (course and session specific) to all delegates and line managers on a monthly basis to prompt evaluation completion. With monitoring, it is hoped that a better percentage of responses will be generated than have been since the appointment of PHEW.

With the data that is available, 28 evaluation reports have been generated and distributed to relevant trainers to implement feedback, and to members of the Training, Learning, and Development Subgroup for consideration when planning the core programme. These reports can be viewed [here](#).

Overall, feedback has been favourable. Where concerns have been raised, delegates have been contacted to either clarify a concern, correct an assumption, and/or to inform them of how their feedback has been followed up on. As a result of feedback, disclaimers have been added to courses that contain particularly triggering content, better clarification around the level of safeguarding responsibility required in order to benefit from a course has been added to each listing, and external courses have been added to the LMS to make them more accessible to our audience.

Snapshot of Evaluation Feedback from Delegates

“Sophie (the trainer) not only gave a very clear and insightful explanation about mental health and wellbeing services in Hackney, but also gave us extremely useful working knowledge of how to apply them practically. This is often lacking from these sorts of trainings and I was really impressed and grateful for such a thoughtful and skillful session”.

Children’s Wellbeing and Mental Health, Post Evaluation.

"I think the training should have been a bit longer as the information was very interesting and a lot to gather in such a short time. Maybe more time would have allowed more interactive training with discussions and questions".

Prevent Duty Awareness, Post Evaluation.

"The trainers were very knowledgeable and engaging throughout and the parts on self care were very good - and needed".

Understanding ACEs, Trauma, and Trauma-Informed Practice, Post Evaluation.

"I will now be better able to gauge levels of risk with platforms I was previously less familiar with".

Safeguarding Children in a Digital World, Post Evaluation.

"The trainer was charismatic and interesting, he used several different methods of delivery and encouraged interaction and discussion. I found this helpful as it kept me engaged in the material and subsequently, I learned more information".

Safeguarding Children Basic Awareness, Post Evaluation.

"It provided me with a useful framework for thinking and writing about neglect".

The Impact of Neglect and Emotional Abuse on the Development of Children & Young People, Post Evaluation.

"I have used some of the communication skills discussed in the training which has allowed me to capture the voice of non-verbal young children more effectively".

Safeguarding Children with Disabilities, Level 2 Evaluation.

"I have endeavoured to increase my cultural competence and ask more questions about service users' cultural identities and how that impacts their lives and their children's lives".

Working with Cultural and Economic Diversity, Level 2 Evaluation.

"[I have been] able to provide more informed advice for parents and also convey the information to operational ambulance crews".

Safer Sleep Training, Level 2 Evaluation.

"I have been able to promote the course to the relevant staff members that the course would benefit to ensure they have the tools to perform at their best".

Relationship Solutions - The Relationship Toolkit, Level 2 Evaluation.

"The Oral Health Care course was timely in highlighting the need to make sure that Unaccompanied Asylum Seeking Children, who may have not had access to regular oral healthcare, need to be introduced to oral health professionals as soon as possible. They need to be supported to access oral health services and products as they may be unfamiliar with the need to seek help and advice".

Oral Health Care, Level 2 Evaluation.

The delegate has a deeper understanding of the Safer Recruitment process".

Safer Recruitment, Line Manager Evaluation.

“We have had a few cases where a YP has made a historic disclosure. The staff member has actively referred back to training as an aid for good practice”.

Non-Recent Child Sexual Abuse (CSA) Disclosure Briefing, Line Manager Evaluation.

“It has prompted the team to consider how we discuss safe sleeping within our caseload and order resources from Lullaby Trust to help facilitate and reinforce these conversations”.

Safer Sleep Training, Line Manager Evaluation.

“Knowledge and awareness around 28 day private fostering arrangements linked into our safeguarding and child protection policy. All staff are now aware of private fostering arrangements”.

Private Fostering, Line Manager Evaluation.

“The training was very good. My staff member and I both found it useful. It helps you think more about safeguarding in general and to follow up on any thought or feeling”.

Safeguarding Children Basic Awareness, Line Manager Evaluation.

Upcoming Planned Sessions for 2023/24

Thanks to funding acquired by Hackney’s Children and Families Service, CHSCP will be hosting 17 dates across a suite of 8 different titles that are aimed at examining parental relationships. Courses include the previously run, Child & Adolescent to Parent Violence and Abuse (CAPVA) Awareness Raising Training, Recognising the Difference between Parental Conflict and Domestic Abuse, and Relationship Solutions - The Relationship Toolkit. In addition, 2024/25 will host the Safe Space Programme, Parenting Apart, Parenting Together, iCan Dads, and Working with Fathers and Other Significant Males. The feedback on the older courses can be accessed via the [2023-24 Annual Evaluation Reports Folder](#).

After a 1-year hiatus, the CHSCP programme will see the return of Cultural Awareness: Gypsy Roma Traveller Cultural Competency Training, and Child Sexual Abuse Education Sessions. The former is already full and running a waiting list for interested parties.

The training programme remains under construction, with regular courses such as Safeguarding Children - Basic Awareness, Designated Safeguarding Leads, Child Criminal Exploitation and County Lines, Cultural Awareness: Working with the Orthodox Jewish Community, Safer Sleep Training, Improving Professionals’ Participation at Child Protection (CP) Conferences, Safeguarding Children with Disabilities, Prevent Duty Awareness, and Children’s Wellbeing and Mental Health plotted throughout the year.

After assessing gaps in the core programme, CHSCP are in the process of sourcing training that specifically looks at An Introduction to Child Sexual Abuse in the Context of Exploitation, and An Introduction to Intra-Familial Child Sexual Abuse that will be available to all practitioners. A targeted programme that focuses on perpetrator behaviour is also under negotiation.

Lastly, the team is committed to ensuring that Local Authority practitioners and the wider partnership take full advantage of opportunities provided by other organisations. This is facilitated through the advertising of courses offered by other internal teams, and offers that are presented by the LSCP, and CareKnowledge in our monthly newsletter, and on the LMS.