

## Learning and Improvement – including Multi-Agency Training

The priorities for the Learning and Improvement group 2016 – 17 have been:

- ✓ Performance Reporting on Delivery of training
- ✓ Quality monitoring of agency learning programmes
- ✓ Appropriate attendance at multi-agency training
- ✓ Efficient and Effective Systems
- ✓ Learning through SCR (conferences / learning events)

The focus continues to be on developing and supporting the pool of volunteer trainers through the systems that have been put in place to support them. Two trainer development events have been held and provided the trainers with up to date information on the work of the LSCB. The learning events have provided opportunities for the trainers to discuss practice issues, receive training on policies and SCRs. The events have been well received and the trainer's feedback concludes that they feel more supported and part of the LSCB.

Recruitment into the pool continues through delivery of the train the trainer 2 day courses and 1 day refresher courses. 25 people have been trained over the last year.

The LSCB has continued to commission the design, planning, organisation and implementation of the training/learning programme based on LSCB priorities, learning from SCRs and reviews of child deaths. A range of multi-agency learning opportunities were provided through the 2016 – 17 programme. These included a number of multi-agency workshops aimed at both practitioners and managers. Learning events and courses are organised into 3 key areas:

- Safeguarding Awareness which includes eLearning and safeguarding responsibilities workshops
- Safeguarding Intermediate which includes multi-agency face-to-face workshops designed to assist multi-agency working
- Safeguarding Enhanced/Specialist which includes multi-agency face-to-face workshops designed to assist specific staff groups

In response to each local SCR, Practice Learning Review and the findings from quality audits the LSCB has provided regular briefings on lessons learnt. SCR Learning activities have been delivered at practitioner forums and to the third sector reference group.

2015 saw the first SCR conference on Child Neglect with over 150 attendees from across Cumbria, the LSCB launched the new Neglect strategy.

349 professionals from across Cumbria attended six Better Together multi-agency roadshow events. The objective was to communicate key messages from the LSCB programme board. The Board wanted to increase practitioners understanding of the whole system and the interplay around the various elements; thresholds, referrals into the hub, the single contact form, the process at the Hub, and Early Help. The roadshows were also an opportunity to launch the refreshed Threshold Guidance document and were delivered with a Child Centred approach.

Co-ordination and administration of the face to face learning programme is now undertaken through the LSCB office, this has led to more effective and efficient systems. The LSCB website has also enabled practitioners to access the training programme, newsletter updates and new guidance information to enhance their learning/knowledge.

Specialist training has been delivered in line with the LSCB priorities and additional courses have been added to the programme, these include Substance Misuse and Parenting, Advanced Domestic and Sexual Abuse, MARAC training, along with suicide and self-harm training which was commissioned through the CTB.

Multi-agency face to face core safeguarding children courses were delivered at awareness (level 2) and intermediate (level 3);

- ✓ 398 - Safeguarding and Child Protection Working Together to Safeguard Children
- ✓ 92 - Safeguarding Level 2 (for early years practitioners)
- ✓ 392 - Safeguarding Responsibilities, Threshold Guidance and Referral Process.

A key achievement for the learning and Improvement sub group has been the 2016 /17 learning programme and the numbers of professionals that have attended and accessed the learning events.

- ✓ The total number of attendees in 15 / 16 was 1401
- ✓ The total number of attendees in 16 / 17 was 3995

### **E**Learning opportunities

Cumbria LSCB renewed its membership to the Virtual College on 29th March 2016 for 3 years, and includes unlimited access to the full list of safeguarding courses and the self-registration system.

With access to the full list of safeguarding courses for learners to choose from, the 'Awareness of Child Abuse and Neglect – Core' is still the most widely used, followed by 'An Introduction to Safeguarding Children' and then 'Safeguarding Children from Abuse by Sexual Exploitation'.

For the period from 1st April 2016 to 31st March 2017, 10,950 courses have been allocated and 8,839 passes, giving a completion rate of 81%. Last year, 31st March 2015 to 31st March 2016, the total number of course allocations was 6,753, with 5,533 completions, a completion rate of 82%.

For this membership year, the departments that have accessed the most training are; primary schools, secondary schools and Cumbria County Council.

### All completions and allocations by department

Department	Passed	Total
A&E	0	2
All Other	242	306
Allerdale	38	51
Carer	612	859
Carlisle City Council	3	3
Child Minder	97	122
Children's Centres	110	120
CHOC	4	5
Colleges	140	159
CPFT - Adult mental health	0	4
CPFT - CAMHS	2	5
CPFT - Children's Community Nursing	25	30
CPFT - Family Nurse Partnership	4	5
CPFT - Physical Therapies	84	109
CPFT - School Nurse	10	20
Cumbria County Council	1496	1757
Education services	218	266
External Local Authority	52	65
Foster carer	89	117
GP	6	11
Health visitor	21	26
Housing	57	74
Inspira	98	105
LSCB Partners	1	1
Maternity	1	2
Nurseries	833	1104
Other hospital/health service	38	52
Paediatrics	12	22
Police	20	28
Primary Schools	1761	2113
Probation	10	24
Secondary Schools	1539	1732
South Lakes	4	6
Voluntary agency	603	823
Young Person (11-18 year old)	614	818
Youth Offending Service (YOS)	2	2

### **Learner Feedback**

At the end of each e-learning course there is a questionnaire that learners must complete before they are able to print their course certificate. Both quantitative and qualitative data is collected comments received from some of Cumbria LSCB's learners include;

- 94% of learners found the system either 'Very Easy' or 'Easy' to access and navigate through.
- Only 13% of learners needed to contact the system's Help and Support services.
- Out of those who did need to contact the system's Help and Support Services 92% rated their experience as 'Excellent' or 'Good'.
- 98% of learners were either 'Very Satisfied' or 'Satisfied' that the course gave them all the information they needed to know; and
- 97% of learners would recommend the courses to other people.