

Durham SCP - Training Strategy 2019 - 2021



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Introduction

As part of the transition from the Durham Local Safeguarding Children Board (LSCB) into the new multi-agency safeguarding arrangements in Durham's Safeguarding Children Partnership (DSCP), a workstream was established to produce a new training strategy and training programme to meet the needs of the workforce within County Durham. This was a multi-agency group and the following strategy, and the training provided reflects the work of this group.

Within Working Together to Safeguard Children 2018, it is stated that *“Multi-agency training will be important in supporting this collective understanding of local need. Practitioners working in both universal services and specialist services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information and provide children with the help they need. To be effective, practitioners need to continue to develop their knowledge and skills in this area and be aware of the new and emerging threats, including online abuse, grooming, sexual exploitation and radicalisation. To enable this, the three safeguarding partners should consider what training is needed locally and how they will monitor and evaluate the effectiveness of any training they commission.”* This was the role of the Training and Communication Workstream of the Transition project.

This Training Strategy is designed to provide the approach to support commissioners and practitioners to embed good practices in relation to the safeguarding of children and young people in County Durham. It aims to ensure that all staff working with children and/or adults are aware of the need to safeguard and promote the safety and welfare of children and are skilled and competent in carrying out their responsibilities where concerns arise. This includes the use of early help services. Every partner organisation of Durham Safeguarding Children Partners is required to produce a service specific training plan that outlines how safeguarding training will be delivered.

The DSCP is committed to delivering a high-quality inter-agency training programme, which supports professionals, volunteers and the independent sector in their work to safeguard and promote the welfare of children and young people.

All aspects of training will seek to achieve better outcomes for children and young people by fostering:

- A shared understanding of the tasks, processes, principles, roles and responsibilities outlined in national guidance and local arrangements for safeguarding children and promoting their welfare;
- More effective and integrated services at both the strategic and individual case level;
- Improved communication and information sharing between professionals, including a common understanding of key terms, definitions and levels of need;
- Effective working relationships, including an ability to work in multi-disciplinary groups or teams;
- Sound child focused assessments and decision-making; *and*

- Learning from Child Safeguarding Practice Reviews (CSPRs) and reviews of child death.

The key drivers for this strategy are:

- Working Together to Safeguard Children 2018
- Children and Social Work Act 2017
- Keeping Children Safe in Education 2018
- Children Acts 1989 & 2004
- Durham SCP Partnership Arrangements
- Durham's' Child Protection procedures
- This training strategy will link with other strategic groups operating in County Durham

Training Principles

All elements of this multi-agency training and development to safeguard and promote the well-being of children and young people are based on the following principles:

Child Centered - incorporating and promoting children's rights and needs and ensuring their welfare is paramount.

Inclusion - respecting the diversity and cultures of a range of individuals and organisations which have responsibility for safeguarding and promoting the well-being of all children and young people.

Inter-agency collaboration - the purpose of multi-agency safeguarding and child protection training and development for inter-agency work at both strategic and operational levels is to achieve better outcomes for children and young people by developing:

- a shared understanding of the tasks, processes, principles, roles and responsibilities outlined in national guidance and local arrangements for safeguarding children and promoting their welfare;
- more effective and integrated services at both the strategic and individual case level;
- improved communication and information sharing between professionals, including a common understanding of key terms, definitions and thresholds for action;
- effective working relationships, including an ability to work in multi-disciplinary groups or teams;
- sound child focused assessments and decision making;
- learning from Child Safeguarding Practice Reviews (CSPRs) and Child Death Reviews.

Who requires training?

All those who work directly or indirectly with children and families. This includes all employees and volunteers of all DSCP partners and relevant agencies.

Working Together to Safeguard Children 2010 groups audiences together based on their degree of contact with children and/or parents/carers and their levels of responsibility, to assist with the identification of training and development needs.

Target Groups for Safeguarding Children Training

The DSCP has chosen to continue to adopt the Working Together to Safeguard Children 2010 guidance on the different target groups for safeguarding children, the strategy endorses the training required to different groups of staff as set out below (See Appendix 1).

The DSCP can only make recommendations to agencies and individuals about training that is required or is most appropriate. Please refer to your own agency's policies for requirements for safeguarding training.

Group 1 - those who have infrequent contact with children, young people and/or parents/carers who may become aware of possible abuse or neglect. *For example, librarians, GP receptionists, community advice centre staff, grounds men, recreation assistants, environmental health officers.*

Group 2 - those in regular contact or have a period of intense but irregular contact, with children, young people and/or parents/carers, who may be able to identify concerns about maltreatment, including those that may arise from the use of Single Assessment procedures at Level 2/3 on Durham's staircase of need. *For example, housing, hospital staff, YOS staff and staff in secure settings, the police other than those in specialist child protection roles, sports developments officers, disability specialists, faith groups, community youth groups, play scheme volunteers.*

Group 3 - members of the workforce who work predominantly with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and reviewing the needs of a child and parenting capacity where there are safeguarding concerns. *For example, paediatricians, GPs, youth workers, those working in the early years sector, residential staff, midwives, school nurses, health visitors, sexual health staff, teachers, probation staff, sports club welfare officers, those working with adults in, for example, learning disability, mental health, alcohol and drug misuse services, those working in community play schemes.*

Group 4 - members of the workforce who have particular responsibilities in relation to undertaking section 47 enquiries, including professionals from health, education, police and children's social care; those who work with complex cases and social work staff responsible for coordinating assessments of children in need.

Group 5 - professional advisors, named and designated lead professionals.

Group 6 – operational managers at all levels including: practice supervisors; frontline managers and managers of child protection units.

Group 7 - senior managers responsible for the strategic management of services.

Group 8 - members of Durham Safeguarding Children Partners (DSCP) and relevant agencies including:

- Executive Partners
- Independent chair
- Directors of Children's Services
- Elected members
- Lay members
- Members of executive and sub/task groups
- Business support team
- Inter-agency trainers

Levels of Training

All DSCP training is designed at one of three levels:

E-Learning – most e-learning available through the DSCP are Level One courses (with the exception of 2 level 2 courses) and are suitable as an introduction to specific subject areas. It is advised that all staff in Groups 1 to 8 complete *Safeguarding training – Level 1 & 2* e-learning and this should be completed prior to attending any face-to-face training and is a pre-requisite to completing face-to-face *Safeguarding Processes Training*. People should also complete the *Child Sexual Exploitation Level 2* e-learning before attending face-to-face Child Sexual Exploitation training.

DSCP e-Learning Courses

- Safeguarding Training – Level 1
- Safeguarding Children – Level 2
- Hidden Harm – Parental Substance Misuse, Parental Mental Ill-health and Domestic Abuse
- Safeguarding Children with Disabilities
- Information Sharing and Consent – For People Working with Children
- Child Sexual Exploitation – Level 2

Level 2 Face-to-face Training – the DSCP's *Safeguarding Processes Course* and *LADO course* are the only Level 2 face-to-face courses delivered. These are both procedural courses supporting staff to understand the related processes and procedures. These courses are suitable for all staff in groups 2 to 8.

Level 3 – All other face-to-face training offered by the DSCP are considered to be

at Level 3 as these are specialist courses focusing on a specific area of safeguarding. These courses could be suitable for any staff in groups 2 to 8 but each nomination should be discussed with the member of staff/ volunteer's line manager to ensure that the aims and objectives of this course meet their needs.

The Level 3 courses currently offered are:

- Assessment and Intervention
- Initial Child Protection Conference
- Child Sexual Exploitation and Online Grooming
- Neglect Interventions
- Factors Affecting Parenting Capacity (Formerly called 'Toxic Quad')
- Safe Workforce
- Children with Additional Needs

Additional training will be sourced and provided as and when required in line with training needs identified both locally and nationally from needs analysis, inspections, audits, surveys and identified priorities. Additional courses identified for 2019-2020 are.

- Fabricated and Induced Illness (FII)
- Pre-birth procedures
- Signs of Safety
- Being part of a TAF

Details of the rationale for the delivery of each course and the aims and objectives can be found in Appendix 2

Quality Assurance and Evaluation of Training

The business unit have processes in place which ensure that:

Training is available for the target groups identified above. This is carried out by carrying out an annual training needs analysis with frontline staff and managers in the multi-agency workforce.

- Opportunities for refresher training are available and utilised. Each organisation must set their own timescales for refresher / updates on training in their individual training strategy whilst considering the capacity available on DSCP training and the application / shortlisting process as detailed in this training strategy.
- Regular review and updating of training programmes will take place in line with the training strategy and local and national developments. Subject specialists across the partnership will be involved in the updating of training

content and materials.

- Impact analysis will take place with both attendees and their managers on a quarterly basis to ensure that training has a positive impact on working practices and outcomes for children.
- All attendees will be required to complete an electronic course evaluation which will be sent to them with their certificate post training.

If demand for particular courses is high then the DSCP will consider increasing the number of courses available.

Non-Attendance/Cancellation Policy

If a delegate needs to cancel or transfer to another course, our policy is as follows:

Notice Period	Charge
More than 5 days notice	No charge
Less than 5 days notice	£25 per place
Non attendance	£50 per place

A charge of £50 covers administration costs and will be charged for any delegate failing to attend a course having not canceled prior to the training commencing. If notification is received less than five working days prior to the date then a charge of £25 will be administered. If notice of cancellation is received over 5 working days prior to the course or if there are extenuating circumstances which prohibit an applicant from attending no charge will be administered.

A colleague may attend in place of the nominated person, in which case no charge would be incurred. He/she must inform the DSCP Administrator or the trainer at the start of the course to ensure that this course is appropriate for the nominated person.

If a delegate is not able to attend training and cancels within five working days or less and feels there are mitigating or unforeseen circumstances as to why he or she was unable to attend a course, then that person or their manager should explain this in an email to the DSCP Administrator. Any waiver of charges is at the discretion of the DSCP.

Delegates must sign an attendance record at the start of each course to avoid any unnecessary charging.

The DSCP will inform managers where applicants have cancelled with less than 5 days' notice or have not attended when booked on to training. The DSCP will also inform partners of cancellations and non-attendance on a quarterly basis.

Application Process

In order to be considered for one of the training courses in this programme an applicant must complete an electronic application which can be found at <http://www.durham-scp.org.uk/professionals/training-programme/> Applicants must ensure that their line manager is aware that they are applying to attend a course and can release them on the relevant date. The DSCP asks that applicants enter the course in their diary as provisionally booked until they receive confirmation that they have been allocated a place or not.

Candidate Expectations

- Candidates should check the course level and ensure that the learning outcomes are relevant to their responsibilities for safeguarding children and young people and that the training will meet their own learning needs.
- Some courses have pre-course preparation which may include the completion of e-learning. Delegates are asked to read their confirmation letter carefully for details and prepare as appropriate. The DSCP will check that any required e-learning has been completed before certificates are sent out to participants. If it is found that it has not been completed it will be withheld until it has been completed.
- All courses start promptly so delegates are asked to note the start time and ensure that they allow adequate time for parking, etc. (Delegates are requested to arrive 15 minutes prior to the course start time for registration).
- It is expected that delegates commit to attend the full course, arriving and leaving at the times specified. If a person does not arrive on time or leaves the course early they will not receive a certificate from the DSCP.
- If in exceptional circumstances delegates are unable to attend a course, it is important that they cancel their place giving as much notice as possible and the reason for cancellation.
- Candidates are expected to complete an evaluation form after attending end the course, this will be sent out after the training and will be a short electronic survey. They will also be required to participate in an impact analysis eight weeks after the course. This will also be an electronic survey.

Line Manager Expectations

- Line Managers should spend time with their employee before a nomination form is completed to ensure that the course is at an appropriate level for their role and that learning needs have been identified and are consistent with the aims and learning outcomes of the course.

- If in exceptional circumstances the employee is unable to attend managers must ensure that the place is cancelled as soon as possible.
- Managers should spend time with their employee following their attendance at a course to evaluate the course and ensure that learning is transferred into practice.

Allocation of Places Process

Due to the inter-agency nature DSCP training courses, the aim is to obtain an optimum mix of professionals and volunteers from a number of different agencies on each course. Therefore, places are **not** allocated on a first come first served basis.

Applicants will receive confirmation of their place and joining details, or notification if no places are available, approximately four weeks before the start of the course. If a course is oversubscribed a waiting list will be maintained. Refreshments and lunch are **not** provided on courses however all training venues have access to fresh water and refreshments are available to purchase.

Cancellation by DSCP

In exceptional circumstances the DSCP may need to cancel or amend the date/time of training for example due to low registration numbers. Where the DSCP cancel or amend the date/time of any sessions the Business Unit will endeavor to give as much notice as possible of the cancellation/amendment.

Charging Policy

There is a £50 charge per person per day for applicants who are employed by organisations which currently not partners / relevant agencies of the partnership for example are private or for-profit organisations. Applicants who are partners or from relevant agencies will have priority when places are allocated.

Bespoke in-house training can be commissioned and will cost £500 per day or £300 per half day. For a full days training the maximum number of learners is 25 but more people can attend a half day session if it is delivered in a briefing rather than as interactive training. This applies to all agencies that require single agency training including those who are eligible to attend the multi-agency training.

Equality and Diversity

The DSCP aspires to comply with all legal obligations under The Equality Act 2010. It is committed to providing equality of opportunities in all the training and events it provides across the partnership.

Delegates are asked upon booking their place on a training/event to notify the DSCP of any special requirements. This may include medical requirements, access needs, mobility issues, etc. When the DSCP are made aware of a requirement the

Business Unit will take all reasonable measures necessary to ensure that the learner's needs are accommodated.

DSCP used venues which are always accessible to individuals with mobility or access needs.

DSCP ensures provision can be made for learners of faith whether providing prayer provision or giving dates that do not coincide with religious festivals.

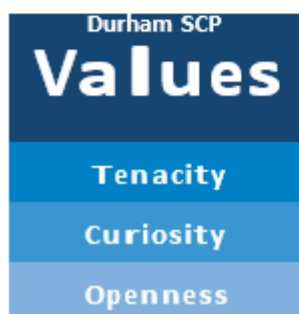
Reasonable adjustments will be made by Durham DSCP for delegates who have disabilities, including production of large-print materials, interpreters, hearing loop provision, and any other adaptations which may be required.

DSCP trainers take responsibility for the promotion of respect, equality and diversity in the delivery of all training sessions as well as encouraging delegates to do the same with each other. It is essential to challenge behaviors and opinions where necessary whilst maintaining an open and informal environment.

Trainers establish group learning agreements at the beginning of all training to promote safe and secure learning environments for delegates.

DSCP Vision and Values

Under the new arrangements, in place from April 2019, the below details the vision and values for the DSCB. The training provided will be in line with these as detailed below.



Explanation of DSCP Values

Tenacity - acknowledges that there will often be an element of endurance required by teams and individuals facing difficult and long term problem solving where solutions are not immediately apparent. In this area, effective inter-agency working is vital to maintain a focus on keeping the child safe.

Curiosity - It is essential that we look beyond the immediate presentation to ensure that concerns about children are not being masked or hidden by individuals, circumstances or a lack of curiosity on the part of those responsible for safeguarding.

Openness - we need to be open and empathetic to the child and the perspective of other agencies. This includes an openness to challenge and be challenged so that the best decision in the interests of the child are made.

Prevention through Early Intervention – The training delivered by the DSCP covers early intervention as well as child protection cases which require input from specialist services. Many professionals attending training are from early help services. Durham’s Thresholds document is used in training to support the identification of early help cases.

Joined up Response – As all DSCP training is multi-agency training it highlights the importance of cross agency working and information sharing in both the early help and safeguarding arenas. By delivering training on a multi-agency basis it allows for networking and sharing of experiences and good practice across the workforce.

Listening – The voice of the child is a thread which runs through all DSCP training. A young person commissioner will be recruited this year and it will be part of their

tole to support the DSCP around this topic and including though the training programme.

Values

Tenacity – DSCP training will regular cover professional challenge and the Challenge pledge. This will support agencies and practitioners in their tenacity and encourage professional discussion and debate regarding cases.

Curiosity – Professional curiosity if also a thread through DSCP training where practitioners are encouraged to consider all cases in a holistic way taking into account current presentations and concerns as well as balancing this information with chronological information regarding children and their families.

Openness – As per the ethos of Signs of Safety DSCP training will encourage professionals to support children to understand the concerns held by agencies and by their families so that they understand the processes taking place. Professionals will also be encouraged to be open both within and outwith their organisation and to question and challenge decisions and actions.

Training Plan 2019-2020

The plan on a page included in this strategy will be updated on an annual basis in line with current themes from inspections and reviews as well as information provided by staff in the annual needs analysis.

DSCP Training Strategy 2019-2021

Vision: Keep Children Safe



What are our priorities? (Objectives)

Review Training

To review DSCP training in line with new procedures, legislation, learning and local procedures

Development of Training

To provide a continually updated training programme to align with the DSCP priorities and SCR recommendations

Delivery of Training

To achieve high quality engaging training which improves practice

Evaluation & Impact Analysis

To reflect, quality assure and determine impact of all DSCP training

What are we trying to achieve? (Key Measures)

To ensure that DSCP training reflects the priorities and current needs of multi-agency workforce

To fill identified training gaps with an agreed training package to upskill the workforce

To deliver multi-agency safeguarding training using local cases and best practice examples

To ensure that the output from training is having a positive impact on working practices and outcomes for children and families

What are we going to do? (Planned Interventions)

1. Meet with trainers and subject experts to review and update as appropriate
2. Quality check for consistency and terminology
3. Use evidence from a variety of sources to identify training needs e.g. SCRs, Inspections, Training needs analysis
4. Update training materials as appropriate
5. Promote training opportunities to the multi-agency workforce

1. Secure and implement a new e-learning platform and use appropriately as pre-learning to face-to-face training to increase training capacity.
2. The development of bespoke training / briefings / workshops in line with a detailed needs analysis
3. Provide administration to partner agency training where a specific need is identified

1. Ensure the availability and engagement of experienced trainers to deliver the full complement of DSCP training
2. Source appropriate venues and materials
3. Seek opportunities to deliver specialist bespoke training to single agencies
4. Strengthen training links with organisations / sectors who primary work is not in the safeguarding field

1. Analyse the feedback, evaluations and impact analysis information from all courses and update and amend the training courses accordingly
2. Include training impact analysis in the DSCP Audit programme and as part of 3rd party Assurance
3. Trainers to quality assure and review training programmes
4. Provide attendance data, overview of evaluations and impact analysis to DSCP

Appendix 1: Levels of training recommended for target groups of staff

Group	Level 1 E-Learning	Level 2 Safeguarding Processes LADO training	Level 3
1. Infrequent contact with children and/or parents or carers	√		
2. Regular contact or period of intense or regular contact with children and/or parents or carers	√	√	√
3. Work predominantly with children and/or parents or carers	√	√	√
4. Responsibilities in relation to undertaking section 47 enquiries and/or work with complex cases	√	√	√
5. Professional advisors, named and designated lead professionals	√	√	√
6. Operational managers at all levels	√	√	√
7. Senior managers responsible for the strategic management of services	√	√	√
8. DSCP members	√	√	√

Appendix 1

6. Operational managers at all levels	√	√	√
7. Senior managers responsible for the strategic management of services	√	√	√
8. LSCB members	√	√	√