Kingston and Richmond
Safeguarding Children Partnership

Kingston and Richmond Safeguarding Children Partnership Learning & Development Annual Report 2020-2021

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Introduction

2020-2021 was a very challenging year for KRSCP Learning and Development. The onset of the pandemic and lockdown resulted in the cancelling of all face to face training. We were however very quickly able learn the new skills needed to set up virtual training courses and went on to deliver significantly more courses this year than the previous and our attendance data reflected increased numbers attending our additional courses. We have also been able to use the new technology to support the work of KRSCP deep dive & scrutiny and deliver a multi- agency conference, learning hub event and go on to develop a number of webcasts as a learning tool.
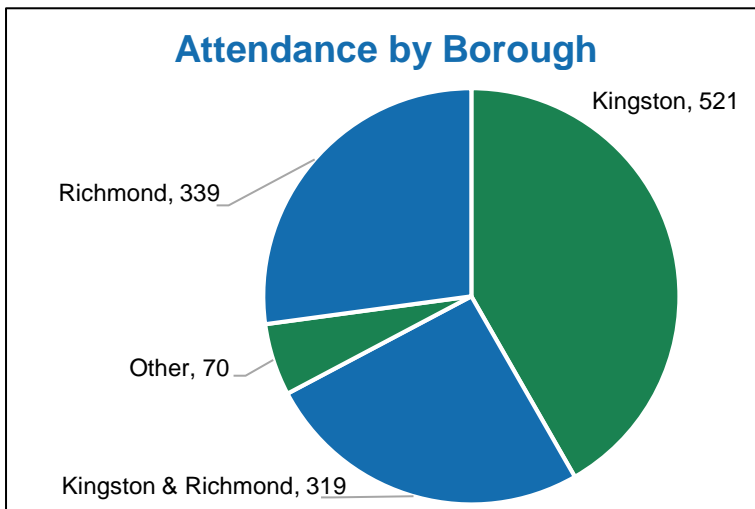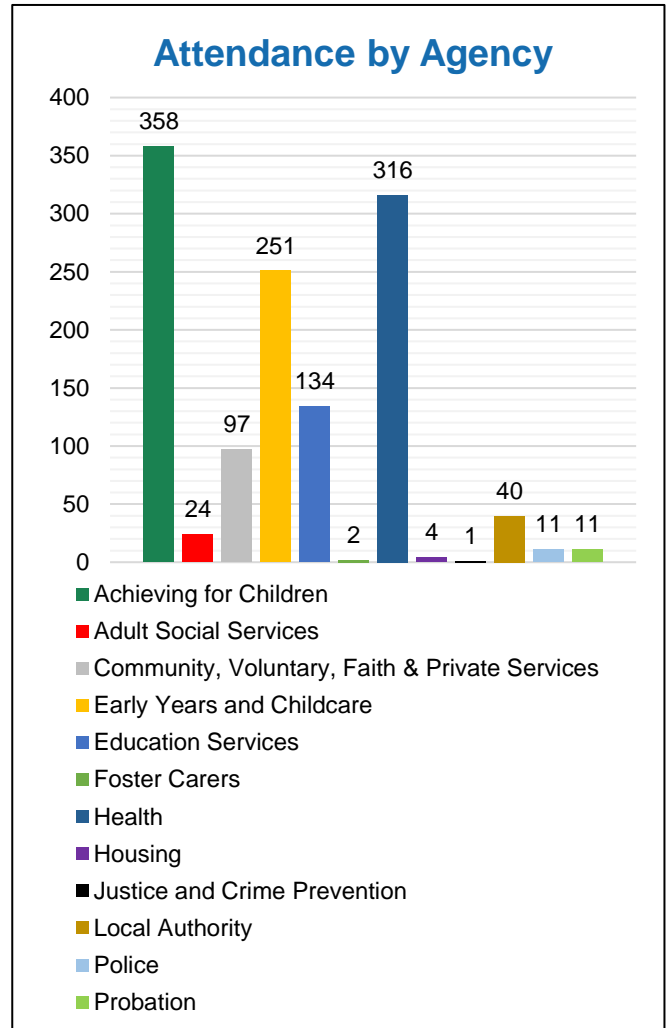
Daksha Mistry KRSCP Learning & Development Manager

September 2021

Headline Report 2020-2021

This year we delivered **114 courses**, which have been attended by **3,423 attendees** from Kingston and Richmond Boroughs, as well as the following agencies;

- Achieving for Children
- Adult Social Services
- Community, Voluntary, Faith & Private Services
- Early Years and Childcare
- Education Services
- Foster Carers
- Health
- Housing
- Justice and Crime Prevention
- Local Authority
- Police
- Probation

Attendance by Agency

358 — Achieving for Children
24 — Adult Social Services
97 — Community, Voluntary, Faith & Private Services
251 — Early Years and Childcare
134 — Education Services
2 — Foster Carers
316 — Health
4 — Housing
1 — Justice and Crime Prevention
40 — Local Authority
11 — Police
11 — Probation

Attendance by Borough

Kingston, 521
Richmond, 339
Kingston & Richmond, 319
Other, 70

Our training courses were also attended by delegates from other boroughs, these include delegates from; **Hounslow, Merton, Surrey, Sutton, Wandsworth**

During the financial year we used a total of **26 free trainers** to deliver our courses.

Due to the pandemic all of our training courses were **delivered via the Zoom platform.**

Conference – The Journey to School Exclusion

The KRSCP hosted the Journey to School Exclusion Conference on the **26th January 2021**. Its aim was to highlight the impact of school exclusion on children. It was a **highly rated event** that was attended by **84 practitioners** largely from education.

One delegate said **"The training was really insightful and thought provoking. I loved how young person centred it was and valued the different insights from colleagues in different professions who attended"**

New Additional Subjects

We have also delivered the following new courses this year;

- An introduction to Childhood Bereavement Webinar
- Domestic Violence & Abuse Webinar
- Domestic Violence Impact on Children
- Managing Allegations Training Webinar
- Online abuse: diagnosis and treatment Webinar
- Safeguarding Disabled Children Webinar
- Supporting children whose parents have mental illness
- Understanding & Identifying Contextual Safeguarding Webcast
- Young People Drugs & Alcohol Webinar
- Young People Missing from Home and Care Webinar

Training Programme
Impact of Covid 19 pandemic

On 17th March 2020 we made the decision in consultation with the Chair of the Learning & Development Sub Group to suspend all of our face to face training. The following weeks were taken up with exploring options of how to deliver effective safeguarding training for the partnership. I did extensive research to compare the functionality of the different platforms (Zoom, Teams, & Google meets) to create a learning environment that was as interactive as possible.

After this due diligence and consultation with the members of the Learning & Development Sub Group we made the decision to offer the KRSCP multi agency safeguarding training programme via Zoom. This was because at the time Zoom had the most functionality in terms of break out rooms and other functions to create a more interactive training experience. Our training portal provider also offered us the option to integrate Zoom into our training portal to ensure a singular booking, evaluation and certification process for all of our course participants.

Before we could go ahead with training delivery I had to get agreement from Richmond IT to enable our laptops to access Zoom as at the time it was blocked from our system. I also had to put measures in place to ensure confidentiality and allay concerns about 'Zoom bombing'. This included running all courses from the KRSCP Zoom account, and sending all joining links from there via our Business Support Officer. So no trainers used their personal Zoom accounts to deliver any KRSCP courses.

We had to offer extensive support to our trainers to help them with training delivery on Zoom. This included 3 training for trainer events and 1:1 sessions with trainers prior to their courses. I had to work with trainers to consider how to adapt the contents of the courses, training exercises and their delivery styles to make them effective and engaging in the virtual teaching context. The length of all of the courses also had to be reviewed to allow for breaks and concentration spans of participants when delivering training remotely

Our first remote safeguarding training session was successfully delivered on the 17th April 2020, it was a Safeguarding Children: Child Protection Process Refresher Level 3 Webinar Online Training Session.

The feedback I have had from trainers and other training managers across London is that Kingston and Richmond were one of the first Partnerships to offer their multi agency training programme remotely in this way.

From the point at which we started to deliver training sessions on Zoom we had to offer considerable support to course participants to help them join the courses and get used to attending on training in this way. An additional challenge was that some partners had blocked Zoom on work laptops and so we had to support participants to join our courses using a browser. Delivering the training programme remotely has involved considerable input from myself and our Business Support Officer to ensure everything ran smoothly-this included one of us being present throughout the courses to be available to support any IT issues.

By September 2020 we were offering a full safeguarding training programme and since establishing training delivery in this way we have found that an increase in attendance at our training courses. In addition to this we are able to deliver more courses as we were not now restricted by venue availability and cost. However because of the complexities of delivering training remotely we did deliver all of our courses with reduced attendance numbers until December 2020.

Since the other platforms have now caught up with Zoom in terms of functionality we are now also offering training and other learning events on Microsoft Teams and Google meets as well as Zoom.

Attendance data

The table below breaks down the attendance data for 2020-21 into quarters.

Core Training	Q1 April – June	Q2 July - September	Q3 October - December	Q4 January - March	Total
2019/20	294 + ME 565 Total = 860	196 + ME 632 Total = 828	329 + ME 705 Total = 1,034	285 + ME 613 Total = 898	1,104 + ME 2,515 Total = 3,619
2020/21	216 + ME 424 Total = 637	227 + ME 564 Total = 788	315 + ME 521 Total = 833	198 + ME 420 Total = 615	956 + ME 1,929 Total = 2,885

Additional Training	Q1 April – June	Q2 July - September	Q3 October - December	Q4 January - March	Total
2019/20	109	54	196	89	359
2020/21	122	102	192	229	574

Finance April 2020-March 2021

Training Expenditure

Venue costs	£0
Freelance trainer costs	£65,815
Websposure costs	£5,620
MeLearning costs	£600
Total costs	**£72,785**

Training Income

KRSCP Training Income	£6,920
SLA/PAYG Income	£8,030
Total Income	**£14,950**
Training Budget	**£46,500.00**

Overspend	**£-10,585**

We have a pool of KRSCP local agency trainers and have continued to use their expertise to deliver 26 training courses this year. This brings our safeguarding training back into their agency as well as providing a variety of trainers with local frontline experience.

Training overspend:

Additional costs for supporting virtual training programme

We have incurred additional costs to support the transition to online remote training. This has included additional costs from Websposure for the setting up and integration of Zoom into our training portal and additional support for us regarding using it. We identified a gap in safeguarding training for volunteers, who have come forward to assist our local agencies in high numbers locally. So we commissioned ME learning to set up a specific eLearning module on safeguarding for volunteers at the beginning of the pandemic. This has been very popular and helped to give us assurance as volunteers were often our eyes and ears in seeing vulnerable families in our community during the lockdowns.

We have also extended the ME Learning contract to host all KRSCP eLearning modules for a further 3 years. The total amount for this was paid by finance from the 2020-21 training budget.

Additional cost for trainers and training delivery

We did have to deliver extra courses during 2020-2021 due to demand because initially we delivered courses with smaller number of participants due of the complexities of delivering training virtually. We also paid trainers extra during the first few months for preparation time and development of training programmes and materials which were more appropriate for the virtual context.

Income from charging for places and non-attendance

As we been providing training virtually since April 2020 we have reduced our charges and so we make less income when we do charge for places and when we charge for non-attendance and delivery of bespoke training.

Key Themes and Collaboration

Chair of London Trainers group

The onset of the pandemic was a very challenging time for all of the Safeguarding Children Partnership training managers across London. I used my position of chair of the Training Sub Group of the London Safeguarding Children Partnership to initiate weekly meetings through April, May & June 202 of the group share plans for multi-agency safeguarding training, share resources and pool information about training platforms. Everyone found this very supportive and resulted sharing of knowledge and resources across London. We also as a result of these meetings developed a power point presentation on safeguarding awareness for volunteers that could be used across the London boroughs.

Bespoke Training Delivery and Support

➢ **Lone worker training**

I was asked to deliver Lone Working training for the Leaving Care Team in AfC. The mandatory session aimed to support the development of safe practice for team members who were working with young people who may be being exploited and team members could find themselves in risky situations when undertaking home visits where weapons or drugs were being hidden at the properties or gang associates being present.

➢ **Royal Ballet school training**

I was asked to deliver safeguarding training to all staff and freelance tutors of the Royal Ballet School in September 2020. The training was delivered as a hybrid event with some attendees present in the room and others joining online. A total of 118 staff and freelance tutors attended.

➢ **Food Matters Safeguarding Training**

I delivered bespoke safeguarding training for the team at Food Matters-a Richmond based charity School Food Matters which teach children about food and to improve children's access to healthy, sustainable food during their time at school

➢ **Richmond Arts Service and Orleans House Gallery**

I was contacted by the training lead at Richmond Arts Service who requested support for developing a safeguarding training package for staff and volunteers and dissemination of their new safeguarding policy. I supported her with the development of safeguarding training materials relevant to their context and specific scenario based exercises.

➢ **Transport for London Safeguarding Policy and Training Materials**

Discussions at the London Training sub group expressed concerns about the level of safeguarding training for staff on the TFL network and their key role in identifying and safeguarding vulnerable children. As chair of the sub group it was agreed that I would approach TFL. As a result of this initiative I worked with training managers at TFL to support them with their Safeguarding Policy and the contents of their safeguarding eLearning module

➢ **Aspire Programme Kingston University**

The Virtual School established a programme of mentoring by Kingston University students for their pupils. As part of the development process I was asked to deliver a bespoke session of safeguarding awareness training for the mentors which highlighted the specific safeguarding issues that the young people they were mentoring may have experienced

Other bespoke and INSET safeguarding training sessions I delivered during 2020-2021 included:-

- Richmond Mind Safeguarding Awareness Training
- Westbury House School Inset
- Collis Primary School Inset
- Kingston Music Service Inset
- Level 2 Safeguarding Training Special Educational Needs & Disability Team

Webcasts

➢ **Contextual safeguarding Webcast**

This webcast was developed in collaboration with André Vlok AfC Adolescent Exploitation and Missing Manager & Contextual Safeguarding Lead. The aim of the webcast was to raise awareness across the multi-agency partnership about Contextual Safeguarding and referral pathways. This webcast has been shown once a month as part of the KRSCP training programme since 5th March 2021. Since we started running this course it has been viewed by 67 practitioners.

➢ **Think Family**

A number of KRSCP recent safeguarding practice reviews had identified that adults services mental health workers when working with adult members of the family did not see the children with regards to the impact of the parental mental illness on the child and safeguarding risks and the vulnerability of the children. It was felt that it would be effective to develop a webcast which included both adult and children's services concerns to raise awareness across both adults and children's services.

The webcast included a variety of professionals from both adults and children services and focussed on a include a discussion based on a case study which incorporated themes of adult mental ill health, domestic abuse and the impact of the Covid 19 pandemic. The discussion around the case study aimed to illustrated points at which professionals could identify vulnerabilities in the family and risk to children and points of intervention.

A short audio of a parent and child scenario was developed and this was followed with a scripted panel discussion which aimed to offer insight and understanding of both child and adult safeguarding issues and the importance of information sharing across all agencies and adult and children services. Since this webcast has been on our website it has been viewed 154 times

Once we had understood the technology of how to develop webcasts we found that this is an effective learning tool which can be developed relatively easily and we have developed the following webcasts, and their respective views:

- Early Help Webcast – 66 views
- Safe Sleep Webcast – 83 views
- Vicarious Trauma webcast – 113 views

Supporting other events

Once we became proficient at using the different platforms for training were have been able to support other for the partnership using our training portal. This has included the following:

- Supported Baby U Learning Event on 23/10/2020
- Early Help Launch on 10/10/2020
- Harmful Practices Learning Morning on Child Abuse Linked to Faith and Belief delivered by Merton, Richmond, Kingston, Wandsworth & South West BCU Police on 26/2/2021

Conference – The Journey to School Exclusion

The KRSCP hosted the Journey to School Exclusion Conference on the 26th January 2021. This event was established as part of the Deep Dive into School Exclusions commissioned by the KRSCP Senior Leadership Group. The conference aimed to highlight the impact of school exclusion on children and included presentations by Charlie Spencer author of Croydon Thematic Review Vulnerable Adolescents, Whitney Clarke and young people from Kingston and Richmond who had all experienced school exclusion. The event was attended by 84 practitioners and was positively evaluated.

The training was really insightful and thought provoking. I loved how young person centred it was and valued the different insights from colleagues in different professions who attended

Thanks so much everyone, really enjoyable day, wasn't long enough! Thank you for organising

Thank you, what a great and successful day!

Amazing! Thank you.

Thank you, this was a really informative event with inspirational speakers.

The Conference was followed by a Learning Hub workshop which aimed to enable practitioners across different disciplines to work collaboratively and in partnership with families and young people to focus on early intervention of children who are at risk of school exclusion. The session focussed on a video case study where an actor outlined 2 versions of what happened to him where in one scenario he was excluded from school and in the second scenario he was offered appropriate support. This highlighted the potential impact of positive multi agency intervention. This workshop was attended by 28 multiagency practitioners.

Learning & Development Sub Group

The Learning & Development Sub Group have met virtually 4 times during 2020-21. Key issues the sub group has addressed include:

How to deliver the multi-agency safeguarding training programme during the pandemic

Identifying key areas for training needs for practitioners across the partnership as a result of the pandemic. This has included training on Domestic Abuse, Online Safety & Introduction to Child Bereavement

Evaluation of training courses and trainers by reviewing evaluation forms from sample courses at each meeting and inviting trainers who deliver on our programme to present an over view of their course at each meeting. Courses which have been evaluated in this way include Trauma Informed Practice, Child Sexual Abuse & Domestic Abuse

Evaluation

Despite the transition to virtual training, KRSCP multi agency training courses continue to be positively evaluated. Please see below some examples of feedback we have had about our training:

- It has given me more confidence in my role and I felt we were given more information on referrals and how it works.
- The course was very evenly balanced of practical, delivered information and course materials to read.
- This training has made me become more aware who may be vulnerable and why.
- The training met my need as it refreshed my understanding of topic.
- It was an excellent session, I learnt a lot of new terms regarding on-line safety and have been given plenty of documents/links to support my work with our adult learners and study programme learners
- This awareness is essential for everyone working with children.
- Well run, interesting, thought provoking course. Doesn't need to improve.
- It will help me improve my operational duties and increase my knowledge.

Please see further feedback in Appendix 4.

Forward Plan & Conclusion

The KRSCP multi agency safeguarding training programme will continue to support the priorities set in in March 2020 by the SLG, following a consultation with local Partners.

These priorities are the following with a golden thread throughout them all of diversity and anti-discrimination:-

- Contextual Safeguarding
- Mental Health
- Working with parents with vulnerabilities, Think Family, Early Help

In addition to the above I will be working with the Learning & Development Sub Group to:

- Plan for the return to some classroom based training as part of our training programme;
- To consider developing youth trainers to being their voices into the "classroom";
- To consider how we could develop a local Learning & Development Passport across the multi-agency partnership;
- Develop coordinated programmes of mental health and Domestic Abuse training across strategic Partnerships in Kingston and Richmond;
- Refresh the training pool and run an additional Training for Trainers course;
- Repeat the local successful Safe in Sport session;
- Consider how we can continue to use the new tools of virtual training and webcasts to enhance our safeguarding training offer;
- Explore how we can evaluate the impact of learning on practice further.

2020-21 has been a very challenging year for learning and development. However, we have overcome these challenges, embraced technology and continued to provide a multi- agency safeguarding training offer which has reflected the learning needs of practitioners across Kingston and Richmond and has been positively evaluated.

Appendices

Appendix 1 - Courses delivered

Course	Dates Ran
An introduction to Childhood Bereavement Webinar	1
Attending Coroner's Court Webinar	1
Child Sexual Abuse: What are we still missing? Webinar	3
Child Sexual Exploitation and Child Exploitation â€" New Challenges for Safeguarding (Module 1)	3
Child Sexual Exploitation and Child Exploitation â€" New Challenges for Safeguarding (Module 2)	2
Domestic Violence & Abuse Webinar	13
Domestic Violence Impact on Children	1
Female Genital Mutilation Webinar	1
Forced Marriage, Female Genital Mutilation and so Called Honour Based Violence Awareness Webinar	1
Identifying and Talking about Suicide with Children and Young People	1
Managing Allegations Training Webinar	1
Neglect Toolkit: A Bitesize Webinar	3
Online abuse: diagnosis and treatment Webinar	2
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session	17
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session (Evening)	2
Safeguarding Children: Child Protection Process Refresher Level 3 Webinar Online Training Session.	19
Safeguarding Disabled Children Webinar	2
Safeguarding: A Shared Responsibility Level 2 Webinar Online Training Session	18
Supporting children whose parents have mental illness	1
Trauma Informed Practice Webinar	4
Understanding & Identifying Contextual Safeguarding & exploitation to determine appropriate intervention Webcast	1
Understanding and Managing Childhood Neglect (Level 3) Webinar	3
Working with Race, Culture and Belief Systems in the Context of Professional Curiosity Webinar	5
Workshop to Raise Awareness of Radicalisation and PREVENT (WRAP) Training Webinar	4
Young People Drugs & Alcohol Webinar	2
Young People Missing from Home and Care Webinar	1
Youth Mental Health First Aid (YMHFA) Training	2
Grand Total	**114**

Appendix 2 - Attendance by courses
Attendance by course title

	Attendees
An introduction to Childhood Bereavement Webinar	14
Attending Coroner's Court Webinar	35
Child Sexual Abuse: What are we still missing? Webinar	38
Child Sexual Exploitation and Child Exploitation New Challenges for Safeguarding (Module 1)	31
Child Sexual Exploitation and Child Exploitation New Challenges for Safeguarding (Module 2)	13
Domestic Violence & Abuse Webinar	134
Domestic Violence Impact on Children	16
Female Genital Mutilation Webinar	9
Forced Marriage, Female Genital Mutilation and so Called Honour Based Violence Awareness Webinar	14
Identifying and Talking about Suicide with Children and Young People	7
Managing Allegations Training Webinar	8
Neglect Toolkit: A Bitesize Webinar	14
Online abuse: diagnosis and treatment Webinar	22
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session	204
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session (Evening)	16
Safeguarding Children: Child Protection Process Refresher Level 3 Webinar Online Training Session.	245
Safeguarding Disabled Children Webinar	13
Safeguarding: A Shared Responsibility Level 2 Webinar Online Training Session	214
Supporting children whose parents have mental illness	9
Trauma Informed Practice Webinar	26
Understanding & Identifying Contextual Safeguarding & exploitation to determine appropriate intervention Webcast	3
Understanding and Managing Childhood Neglect (Level 3) Webinar	19
Working with Race, Culture and Belief Systems in the Context of Professional Curiosity Webinar	56
Workshop to Raise Awareness of Radicalisation and PREVENT (WRAP) Training Webinar	30
Young People Drugs & Alcohol Webinar	19
Young People Missing from Home and Care Webinar	4
Youth Mental Health First Aid (YMHFA) Training	11
Grand Total	**1249**

Attendance Core Courses only

	Attendees
Child Sexual Abuse: What are we still missing? Webinar	38
Child Sexual Exploitation and Child Exploitation New Challenges for Safeguarding (Module 1)	31
Child Sexual Exploitation and Child Exploitation New Challenges for Safeguarding (Module 2)	13
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session	204
Safeguarding Children Child Protection Process Level 3 Webinar Online Training Session (Evening)	16
Safeguarding Children: Child Protection Process Refresher Level 3 Webinar Online Training Session.	245
Safeguarding: A Shared Responsibility Level 2 Webinar Online Training Session	214
Grand Total	**761**

Attendance Additional Courses only

	Attendees
An introduction to Childhood Bereavement Webinar	14
Attending Coroner's Court Webinar	35
Domestic Violence & Abuse Webinar	134
Domestic Violence Impact on Children	16
Female Genital Mutilation Webinar	9
Forced Marriage, Female Genital Mutilation and so Called Honour Based Violence Awareness Webinar	14
Identifying and Talking about Suicide with Children and Young People	7
Managing Allegations Training Webinar	8
Neglect Toolkit: A Bitesize Webinar	14
Online abuse: diagnosis and treatment Webinar	22
Safeguarding Disabled Children Webinar	13
Supporting children whose parents have mental illness	9
Trauma Informed Practice Webinar	25
Trauma Informed Practice Webinar Module 1	26
Understanding & Identifying Contextual Safeguarding & exploitation to determine appropriate intervention Webcast	3
Understanding and Managing Childhood Neglect (Level 3) Webinar	19
Working with Race, Culture and Belief Systems in the Context of Professional Curiosity Webinar	56
Workshop to Raise Awareness of Radicalisation and PREVENT (WRAP) Training Webinar	30
Young People Drugs & Alcohol Webinar	19
Young People Missing from Home and Care Webinar	4
Youth Mental Health First Aid (YMHFA) Training	11
Grand Total	**488**

Attendance by borough Kingston & Richmond (Excluding AfC)

	Attendees
Hounslow	10
Kingston	388
Kingston & Richmond	154
Merton	12
Other	3
Richmond	282
Surrey	1
Sutton	21
Wandsworth	20
Grand Total	**891**

Attendance by borough (All)

	Attendees
Hounslow	10
Kingston	521
Kingston & Richmond	319
Merton	12
Other	3
Richmond	339
Surrey	1
Sutton	23
Wandsworth	21
Grand Total	**1249**

Attendance by Agency

	Attendees
Achieving for Children	358
Adult Social Services	24
Community, Voluntary, Faith & Private Services	97
Early Years and Childcare	251
Education Services	134
Foster Carers	2
Health	316
Housing	4
Justice and Crime Prevention	1
Local Authority	40
Police	11
Probation	11
Grand Total	**1249**

Appendix 3 - Finance breakdown

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Total Spent (Trainers)	£14,705.00	£13,115.00	£18,875.00	£19,120.00	**£65,815.00**
Total Spent (Venue)	£0.00	£0.00	£0.00	£0.00	**£0.00**
Total Spent (Combined)	£14,705.00	£13,115.00	£18,875.00	£19,120.00	**£65,815.00**
Total Received (LSCB)	£890.00	£1,260.00	£2,670.00	£2,100.00	**£6,920.00**
Total Received (SLA/PAYG)	£1,320.00	£1,290.00	£4,380.00	£1,040.00	**£8,030.00**
Total Received (Combined)	£2,210.00	£2,550.00	£7,050.00	£3,140.00	**£14,950.00**
NET Value	**-£12,495.00**	**-£10,565.00**	**-£11,825.00**	**-£15,980.00**	**-£50,865.00**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Total Free Trainers Used	4	3	10	8	25
Total Free Venues Used	0	0	0	0	0
Total Training Sessions	25	17	35	37	114
Total Charges Wavered	42	7	28	39	116

KRSCP Training Budget	MeLearning Cost	Websposure Cost	Training Cost
£46,000.00	£600.00	£5,620.00	£50,865.00

Overspend= -£10,585

Appendix 4 - Evaluation form comments

Safeguarding Children: A Shared Responsibility Level 2 Webinar

It will make me be more observant to the risks that they face on a day to day basis, both at home and at the places they may go to.

I really enjoyed the course

Given me a better understanding of signs to look for and reporting lines

Safeguarding Children: Child Protection Process Level 3 Webinar

Will be nice to have it in person but they did a really good job of making it interactive and interesting

The training was very good, I won't change anything

Will guide my practice using an evidence based approach

Safeguarding Children: Child Protection Process Refresher Level 3 Webinar

To enable me to recognise safeguarding concerns and deal with them effectively & following the correct protocol.

Better understanding on how to keep children safe

Sign posting to the Neglect Toolkit was very helpful. We intend to use in some upcoming meetings.

Attending Coroner's Court Webinar

It has given me a better understanding of coroner's court and inquests, and what is required from me as a nurse.

I plan to feed this back to my team who are often asked to write statements for court.

This will give us clarity around the process involved.

Child Sexual Abuse: What are we still missing? Webinar

A very useful refresher and reminder of the signs of sexual abuse

The trainer was brilliant! Very very knowledgeable and his intelligence around this subject matter shone through

Be more aware of signs and symptoms and what to look out for, to ask more questions if I have concerns

Domestic Violence & Abuse Webinar

Well run, interesting, thought provoking course. Doesn't need to improve.

To understand what Domestic Abuse looks like from a child's view. Better understanding of all the abbreviations.

It will help me improve my operational duties and increase my knowledge.

Trauma Informed Practice Webinar

It has given me lots to reflect on, ideas of ways to approach trauma in children and activities to use

Allowed me to have insight into trauma, and possible strategies to utilise that will help with my complex children & young people

Helped me understand children's response and behaviour better

Working with Race, Culture and Belief Systems in the Context of Professional Curiosity Webinar

To think more deeply about difficult dilemmas but also understand non-negotiable scenarios

It has started already by being more curious about our families, listening to them and their histories, not making any assumptions and thinking about their issues within a wider context.

Exploring own bias and preventing impact in my professional work