

Safeguarding and Community Inclusion Final Project Report Annex 3  
 Training Evaluation and Training Impact Assessment

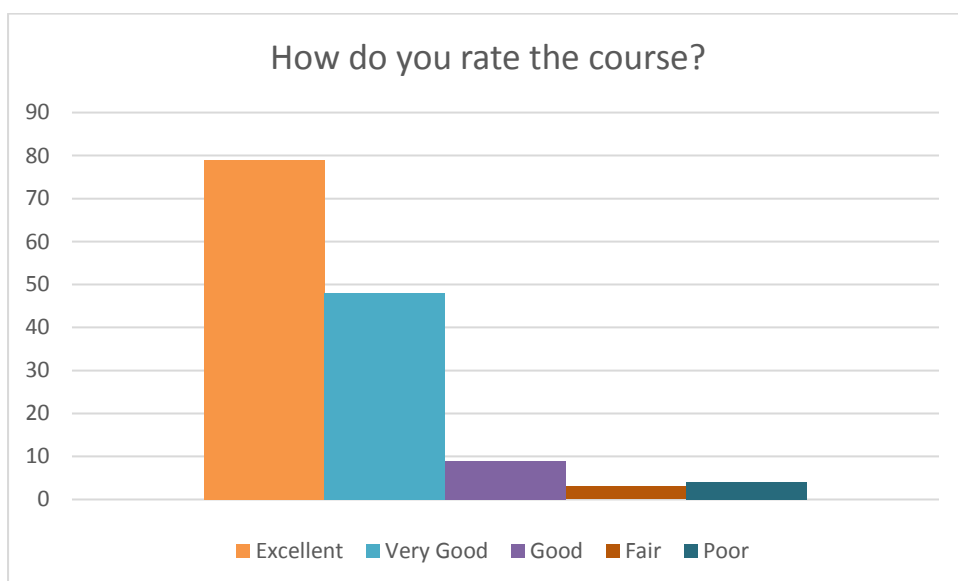
**1. Introduction**

Following the consultation that was carried out in stage 1 of this Innovations project a training course has been developed and delivered. This course was developed using the information and evidence gained from the consultation process and to address the key competencies identified in the LSCBs’ practice guidance. The course was piloted twice, once in Huntingdon and then repeated in Kings Lynn. The evaluations from this course along with the input from independent observers were used to revise the course which was then rolled out across the three authorities. It was delivered nine times to 149 staff. Overall 189 staff were trained. Evaluation forms were completed at the end of the training and then an impact assessment form was sent out to participants one month after the conclusion of the course in order to make an assessment of the impact that the training had upon their practice. The evaluation information that follows is taken from feedback from the 149 who attended the revised course.

**2. Feedback from the courses**

Participants were asked to give an overall rating of the course. 89% rated the course as either Excellent or Very Good.

Figure 1



The four staff who rated the course as poor attended on one day and were seated at the same table at the start and the end of the day. The same four participants were the only ones who completed the feedback forms to state that they were not satisfied that the course met the learning outcomes. There were limited comments on the forms to clarify their dissatisfaction with the course; suffice to say their failure to engage with the content of the course was apparent from the very start of the day and various efforts were made by the trainers to engage them throughout the course but to no avail. The whole point of evaluation is to review the training and ensure that it is effectively delivering on its aims and identified learning outcomes. When negative feedback is received it is essential to review the course to assess whether there is a failing in the course structure or the delivery or the identified aims, objectives and outcomes. The rest of the group on this day were either satisfied or very satisfied that the course met the learning outcomes, 67% of them rated the course as Excellent, 25% rated it as Very Good and 8% as Good. Other comments received from the rest of the participants provide evidence to suggest that the course was well received:

*What was the most useful part of the day:*

- All of it!
- Really useful using one country as an example for continuity and understanding throughout the day
- Wanting to extend my knowledge/ practice in this area
- Learning about different cultures. It was really so useful and will aid my practice - considering how I can do things differently

*What was the least useful:*

- all of it useful
- None - benefited from all parts of today

*What will you take away:*

- A better understanding of the significance of culture and the impact this has on families
- I will be researching other cultures and using the website that we looked at today
- That we need to review practice. Reaching out to different cultures is not about getting a letter translated, it is so much more!
- Confidence in acknowledging cultures/differences but at the same time feeling able to challenge if needed.

*Any other comments:*

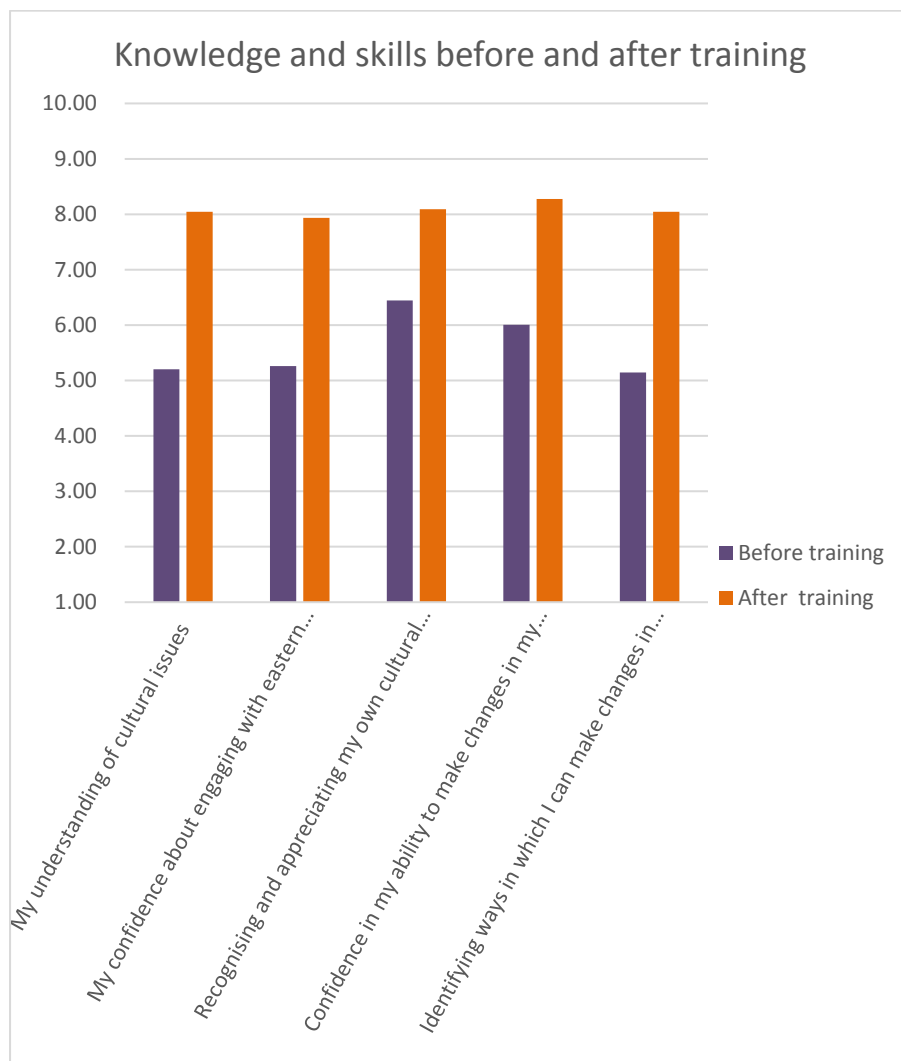
- I feel this is only the start in developing my skills in cultural competence
- Excellent. Thank you
- I liked the different styles of presentation e.g. quiz, video, some information etc. Made the day interesting throughout and held attention
- What brilliant training, I have really enjoyed the day, it has been very engaging. Thank you
- Best training I have had for ages!

At each training event participants were asked to self-assess their level of skills and knowledge before and after the training in relation to the following statements on a scale of 1 to 10 (1 is low and 10 is high):

1. My understanding of cultural issues
2. My confidence about engaging with Eastern European families
3. Recognising and appreciating my own cultural perspective
4. Confidence in my ability to make changes in my working practice that will make it more inclusive
5. Identifying ways in which I can make changes in my practice to better engage families with an Eastern European background.

Taking the average from all participants in the training there was a positive shift across all of these factors. The greatest change was in number 5 (2.9) and the smallest shift was in number 3 (1.64) see figure 2 below:

Figure 2



The tables below contain a representative sample from the responses to the following questions;

- A. What was the most useful part of the day? Please explain why.
- B. What was the least useful? Please explain why
- C. What will you take away from today's training?
- D. Any other comments

Responses that merely cited a specific activity without referencing the reasoning have not been included in these tables.

**A. What was the most useful part of the day? Please explain why.**

I found it all really useful  
Highlighting my own gaps in knowledge and the prejudices I have  
The discussions and the very interactive training. The whole day was excellent – looking at our own practice, barriers, etc.  
Realising my lack of knowledge and what resources are available.  
Loved the networking - great to hear ideas from another perspective  
learning from the consultation - lots of new learning  
The whole day has been really good thankyou  
Discussions. Trainers' knowledge  
Not to be as nervous about taking on families with English as a second language  
How interactive it was throughout, no 'death-by-powerpoint' lots of free discussion and debate. Focusing on one culture to help relate and focus  
Group discussion and challenge (which was most of the day!)  
Watching video of YP thoughts and experiences  
Understanding the concepts  
Sharing knowledge and experience, discussing these and then applying the evidence  
Thinking about safeguarding and linking this to culture  
It was getting me to be more professionally curious about culture and to not be scared about not knowing - but your job is to find out.  
Understanding culture and how to recognise barriers and be appreciative more of the issues different cultures have when coming into this country  
Realising cultures are so diverse. Picking apart and working out what to do as a professional.  
Case study - very useful to put theory into practice  
Really useful using one country as an example for continuity and understanding throughout the day  
Learning about different cultures. It was really so useful and will aid my practice - considering how I can do things differently

**B. What was the least useful part of the day? Please explain why.**

No least useful bit. All helped to promote the message  
Only being applied to Eastern European cultures  
The whole day was useful. Difficult to separate but enjoyed the new cultural specific learning best. Enjoyed the rapid mix of interactive and listening. Kept it live.

I found everything on the course useful  
Everything covered was relevant  
More could have used re the consultation - more feedback in terms of experiences of families working with professionals  
the part that I missed  
I enjoyed it all - I felt it was varied and balanced in info and activity  
Video - Difficult to see how they interpret negatives without the children realising what is normal and what was discrimination due to their culture.  
It was all helpful and interesting  
Partner talk - did not flow easily as an activity and was distracting having others close by with alternative direction  
None - benefited from all parts of today  
I felt the last exercise was least useful of the day. Thought this had already been covered.

### **C. What will you take away from today's training?**

Some really good 'stuff' which I have tried to get from other training courses  
Greater understanding of culture and importance of awareness of it + will cascade to colleagues  
Much more information about safeguarding - learning about cultural barriers and ways to improve my practice  
Learning from discussions, a deeper understanding of different cultures and a determination to share learning with staff in education  
The cultural specifics of Eastern Europe and the thinking around how we can better work with this group - identifying and addressing barriers. Lots to discuss with the team.  
The need to expand my awareness and understanding of other cultures to improve my practice  
A lot more knowledge of the cultures and how to improve working with my service users  
importance of being aware of different cultures and how this affects children  
Very useful information, strategies, tips etc to use in day 2 day work.  
Better understanding to question engagement with families from a personal and professional aspect  
To ask more questions and not be afraid to. To prepare more before meeting with young people and improve my knowledge base.  
I have realised that I need to seek information about a specific culture prior to engaging with a family - more than I already do.  
New knowledge. Awareness of cultural differences/difficulties/solutions.  
Greater understanding of Eastern European cultures and potential barriers this may lead to in regards to engagement/access of services - and how I can work in a positive way to assist families in regard to this.  
Challenging own prejudice, more open to cultural difference  
Knowledge! An open mind.  
Roll out learning to my organisation  
Being more prepared to work with Eastern Europeans. Helps me understand Lithuanian culture and barriers.

Lots of thoughts and points of consideration which I will cascade to my team to encourage their attendance at similar courses/ encourage their research.  
The need to raise cultural awareness on a regular basis in team meetings.  
Be professionally curious  
How important culture is to everyone that we work with and how my own culture will influence my thoughts and actions.  
To be able to react to safeguarding in different cultures and recognise cultural differences  
using cultural competencies as part of safeguarding supervision  
Trying harder and being more patient and understanding when trying to engage families from different cultures.  
That I need to look into cultural differences more. Carry out research before I visit families.  
A better understanding of the significance of culture and the impact this has on families  
I will be researching other cultures and using the website that we looked at today  
That we need to review practice. Reaching out to different cultures is not about getting a letter translated, it is so much more!  
Confidence in acknowledging cultures/differences but at the same time feeling able to challenge if needed.

#### **D. Any other comments**

I am really excited about the ways I can enhance my practice and engage with confidence.  
Excellent. Very informative training and very thought provoking. Many thanks  
Training needs to continue in future to continue to develop knowledge and skills  
A great day, thank you. Very useful  
Thank you - A really enjoyable day and worthy training  
Really interesting and insightful, plenty of food for thought. Thanks  
Fantastic course, very informative  
Really good course/training. Very enjoyable and thought provoking  
I found some of the views from other candidates quite narrow-minded but felt that this was managed really well by the facilitators  
Would love more in depth training covering specific cultures, not just Eastern European  
Very useful for me and the team I work in.  
Great, interactive, informative training, thank you  
Very good training. Should be mandatory to all staff who work with Eastern European communities  
We need more opportunities for training about cultural competence. This should be mandatory so that service provision is equitable. Also professional curiosity and respectful challenge.  
Thanks really enjoyed it. I will encourage other colleagues to go on it.  
Very interesting. I will be finding out other ways to develop my knowledge in this area

I will take this with me through the rest of my training and hopefully it will inform me when I am working and enable me to have a better understanding.  
 It would have improved the day if participants were given the opportunity to discuss their own experiences of working with these groups of people.  
 Did not feel that our healthcare setting was key to this day, therefore disappointed with content of course  
 I feel this is only the start in developing my skills in cultural competence  
 Interesting day. Good engagement with other people who attended.  
 We do not deal face to face with eastern Europeans so it is very difficult to have a conversation on language line. I think this will help in my conversations with other professionals who work closely with the families.  
 I liked the different styles of presentation e.g. quiz, video, some information etc.  
 Made the day interesting throughout and held attention  
 What brilliant training, I have really enjoyed the day, it has been very engaging.  
 Thank you  
 Best training I have had for ages!

### 3. Training impact assessment

Following the training course an impact assessment form was sent out to participants one month later with section for them and their line manager to identify any changes in practice. Due to the limited time for running the project, returns from the final training course have not yet been collated. This means that the following data comes from eight out of the nine courses. Response came from 35% of participants.

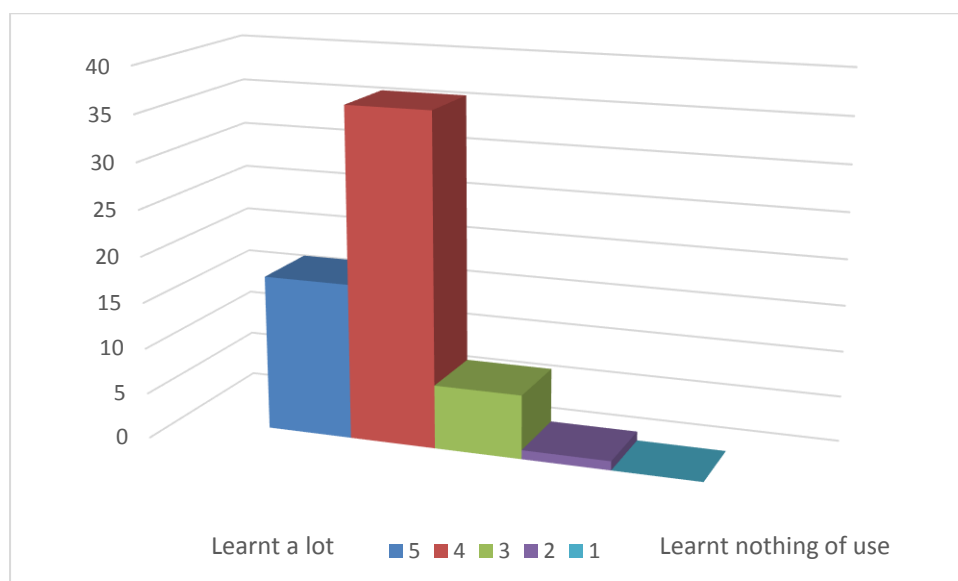
Participants were asked the following questions:

- A. How much did you learn from the course?
- B. To what extent was the course relevant to your job?
- C. To what extent has this course supported your work with eastern European migrant families?
- D. Where possible, with your Line Manager, jointly assess your levels of knowledge, confidence, and skills to engage effectively with migrant families from Eastern Europe after this training
- E. Additional Comments: Please write below any additional comments you wish to make, including how you are currently using the training in your work

Responses to the first question are set out in the table and figure 3 below.

<b>LEARNING</b> – How much did you learn from the course?						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Learned a lot</b>	<b>17</b>	<b>36</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>Learned nothing of use</b>

Figure 3



The following are a representative sample from the responses to the requests for comments about participants' learning:

- The course has taught me to re-think the way I work with families with different cultures. I find myself doing more background checks into people's cultures before engaging with them.
- Good to understand how different communities view safeguarding and how different demands / personal circumstances can put a child at risk.
- It has really made me consider the cultural differences between different nationalities and how much I was unaware of the impact of these before.
- The course opened my eyes to cultural differences and increased my understanding of the family situations of the Eastern European children and parents with whom I work.
- I found the course really highlighted the cultural differences and how is it was so easy to misinterpret actions and situations. The course has given me the confidence to approach and support families from another culture.
- I had a good understanding of the subject; however, the course was a real refresher for me.
- The course gave me a greater understanding of the cultural differences and to put this information into practice when it comes to safeguarding children from these cultures.
- Differences in how we perceive risk, and how Eastern European's perceive the same situation. Instead of 'reacting', it may sometimes be better to discuss



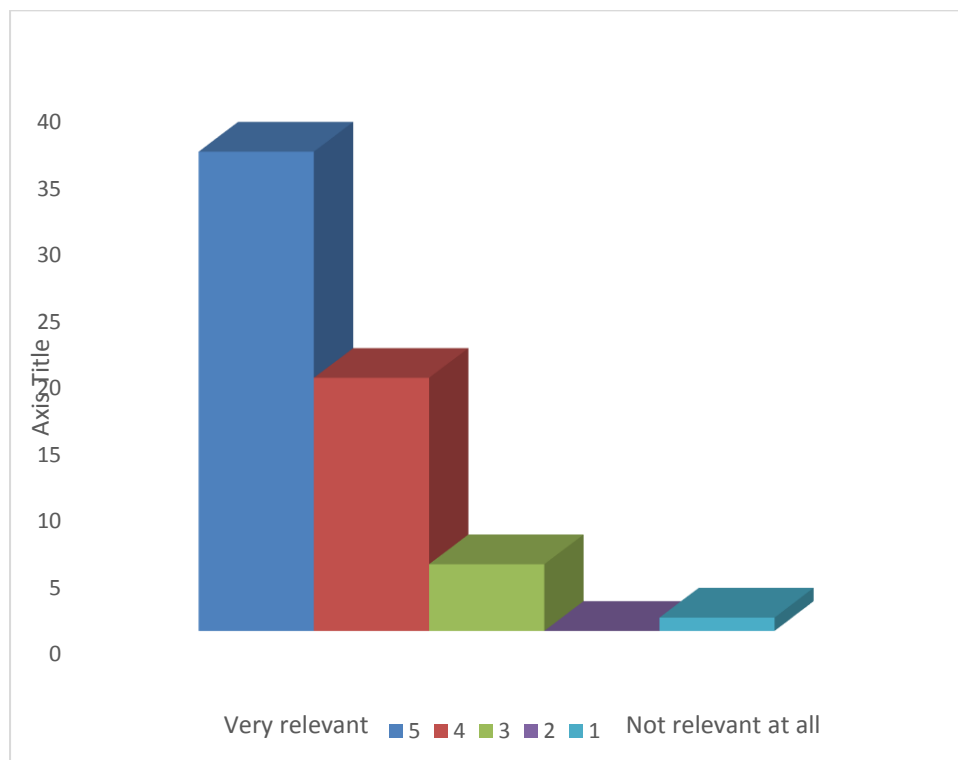
the concerns so the situation is understood by both sides, giving opportunity for the situation to be rectified.

- I found this a very informative course; I have been able to take some of this learning back to my organisation to include in our training packages.
- The course gave a good over-view of the relationships needed to be built, differences in culture and lifestyles. And where the people come from geographically, as with all foster children it is important not to have any pre-conceived ideas as to how they should behave, nor to make judgements.
- I recognised the importance of learning as much as possible about the cultural differences of different nationalities in order to help people reach their full potential
- Very well presented and very useful information. Lots of skills learnt which will enable me to work better with different families.
- I have been hoping for training like this for years and it is the first time a course I have attended has delivered.
- It was particularly good to focus on one culture (that of Eastern Europeans). This enabled a more in depth understanding of values, belief systems and how this affects parenting and engagement with services. The more generic the training the more diluted the learning.
- Felt this was obviously aligned only to the pilot & so focus was on Lithuanian culture. That was useful but would have appreciated a wider focus.
- Due to the trainers' competence and knowledge and the good mixture of delegates I learnt a lot from everyone present.
- Learnt more about these families and their expectations of living in the UK

Participants were asked about the relevance of the course to their current job role. One response identified that it was not relevant, however, this person identified that they have found value from the course “I currently do not work with any Eastern European families but have been able to apply some of the skills to my work with unaccompanied minors.”

<b>RELEVANCE – To what extent was the course relevant to your job?</b>						
	5	4	3	2	1	
<b>Really relevant</b>	<b>36</b>	<b>19</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>Not relevant at all</b>

Figure 4



### Comments

More mindful of parenting styles and beliefs regarding supervision.

We work with a really diverse group of clients so the course was good.

I am a family support practitioner and we have families in our area from many different cultures, having an understanding of the way they may think with regards to family values will help me to be more mindful when it comes to safeguarding.

Eastern European community within the area which hasn't always been easy to communicate with due to language and sometimes workers prejudices and preconceived thoughts.

As lead nurse for Safeguarding Children this was extremely relevant to my role.

In our role as foster cares we are thinking of offering places to refugees, trafficked children and adults Understanding the cultures and religions of any person placed is vital if we are to help them to properly integrate with ours. The course gave us a good insight into this and how to begin to apply the skills needed.

As a Foster carer of 34 years who is thinking of moving into different areas this course was very relevant in our changing world.

We have a lot of EAL students in our school and this course highlighted some of the issues we have with them.

I am new to this position and I found the course very useful.

Early Help Team in West Norfolk where there are a considerable number of EE migrant families. Helpful in terms of understanding how they might perceive services and how we might best engage this group.

I am currently working with children and families from multi-cultural and who have diverse ethnicities.

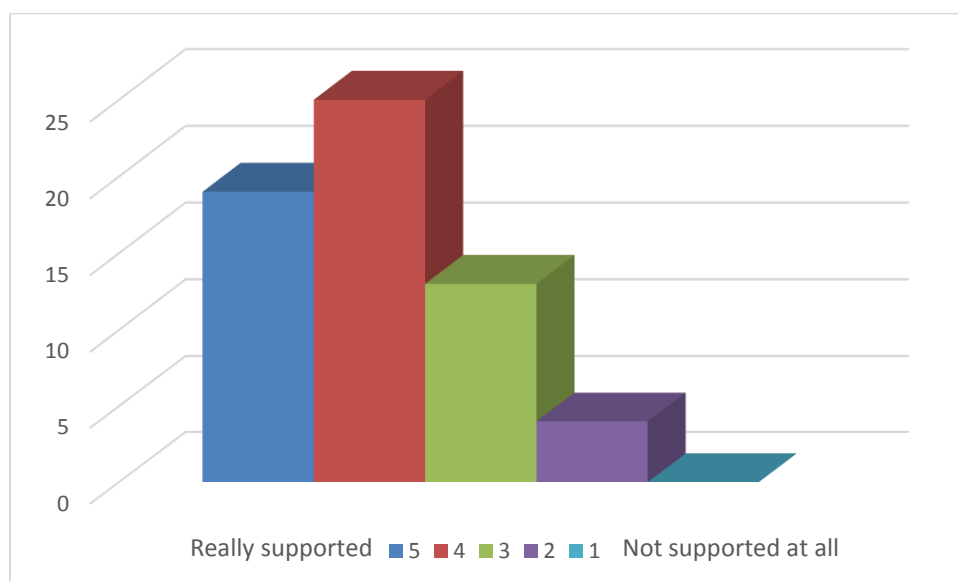
The specific aspects of how different cultures view childcare was particularly beneficial

It is important that cultural competence is embedded in all training that I deliver to staff.

As recruiting Foster Carers from ethnic and minority communities is a priority for Fostering the insight given was incredibly useful.

<b>CULTURAL COMPETENCE - To what extent has this course supported your work with eastern European migrant families?</b>						
	5	4	3	2	1	
<b>Really Supported</b>	19	25	13	4	0	<b>Not supported at all</b>

Figure 5



## Awareness of cultural differences

Easier now to consider cultural differences when making safeguarding decisions.

This is marked low as we have not yet begun to work with the migrant families. The course has though given us a good insight into the challenges ahead.

This does not apply at the moment but may well do in the future

I do not work directly with the families and children who visit our hospital, however I have been able to embed some of this knowledge into the training we provide in-house.

I currently do not work with any families from Eastern Europe

It made me realise that we need to work more closely with the families to try and understand their difficulties.

Extremely useful, it has given me a good understanding of the culture.

Understanding and knowledge does not always lead to the desired outcome. It helps to understand this particular service user group and be more creative in how we attempt to engage. There is a lot to learn still about how we can ensure integration into group courses (such as parenting courses) as use of interpreter would affect the group dynamic and make integration difficult. It does help to consider how we plan for these children.

It was powerful to see the video of young people talking about their experiences and there is learning from this when undertaking direct work.

I'm not currently working with any families but in the future im sure the knowledge i have gained will be extremely helpful

Understand how these families see and expect their children to behave, learn and manage in a way that is in line with parent and carers own cultural backgrounds.

I am more understanding and also aware of financial constraints they may have living and working here

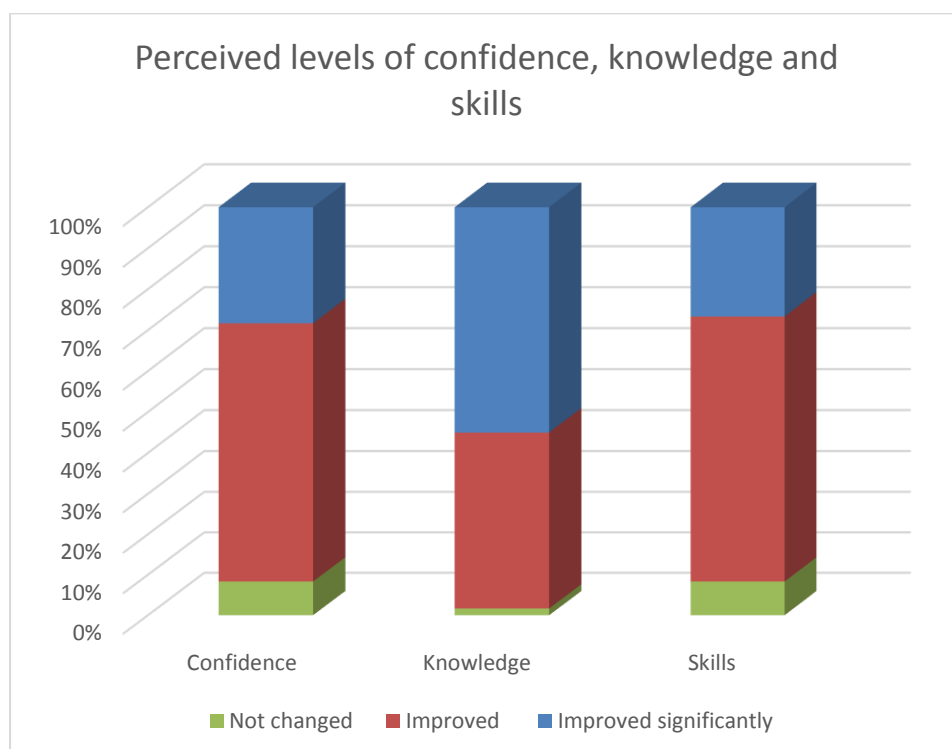
Whilst I now have a better understanding, I believe there is still a very long journey ahead. There are still many misunderstandings and differences that cannot be addressed through a meeting of a very small groups of individuals

Given me an insight and a resource to help me engage and understand the values and beliefs that might be informing an Eastern European interested in fostering and possibly avoid misunderstandings.

- E. Where possible, with your Line Manager, jointly assess your levels of knowledge, confidence, and skills to engage effectively with migrant families from Eastern Europe after this training

	<b>Improved Significantly</b>	<b>Improved a bit</b>	<b>Not changed</b>
<b>Confidence</b>	<b>18</b>	<b>38</b>	<b>5</b>
<b>Knowledge</b>	<b>34</b>	<b>26</b>	<b>1</b>
<b>Skills</b>	<b>17</b>	<b>39</b>	<b>5</b>

Figure 6



As a trainer it is disappointing to get a response to say that the training has not had an impact, but on further investigation this would appear that this is misleading in this case. The one respondent who identified that there was no change in their confidence, knowledge and skills identified that they do not work with families, however, they went on to say that they are applying the skills learnt from the course in their practice: "I currently do not work with any Eastern European families but have been able to apply some of the skills to my work with unaccompanied minors." Those who identified that their knowledge had changed but not their confidence and skills identified that they were not currently working with eastern European families and therefore were not able to identify a change.

#### Comments

I am currently working with the other member of staff who attended the course with me to see what else we can do to ensure that we have a closer relationship and better understanding of our Eastern European Families.

It is understood that the course could not look at all eastern European cultures in depth however, hand-out would have been useful to read at a later point. For example the differences of the Polish culture to British/Lithuanian. Quality of main hand out poor. This is not a document you could take away and share the knowledge easily with others in your team. Very interesting course.

This course was useful for my role as a family support practitioner.

Plan to use the case study and Lithuanian Culture explanations in a team meeting as a small training exercise for those who run groups and home visit.

It was a really well designed and presented course, covering a lot of information but not feeling arduous or boring.

The course was well run and informative. We shall now take the next steps in our wish to offer a home to those in need if asked to do so.

I found the training very useful and extremely interesting.

Really useful and well delivered training with a good mix of information sharing style activities and group work

The most useful part of this session was the input relating to the specific differences of each culture in terms of how their lifestyles and beliefs differ. More time for this would have been useful.

I will continue to utilise knowledge gained when developing and delivering Safeguarding Children training.

The most useful course I have attended since joining CSC.

#### **4. Next steps**

The project has run a train the trainer course for 10 experienced trainers and this course will be included in the participating LSCB annual training programmes and regularly delivered. Alongside this course, cultural competence components have been built into all of the training courses delivered through the LSCB training programmes.