

Training Officer Report 2023 – 2024

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**Cheshire East
Safeguarding Adults Board**



Overview

There continues to be a focus on training those in the Care Sector, with targeted training for those who are identified by the Governance and Care Concern Teams as needing support in relation to safeguarding. Again, this area continues to be extremely challenging; staff recruitment and retention being one of those factors, with an increase in overseas recruitment in recent years, to fill in the skills gap in the sector.

We continue to offer a hybrid of training (face to face and via Teams) to those who access our training. This is predominantly face to face as this is preference for those requesting it.

The training for Licensed Drivers in Cheshire East has continued at a pace, in collaboration with Cheshire East Licensing Team, and will continue through 2024-2025.

The role is being developed and new partnerships are being forged to ensure that we continue to **work together** with people and organisations to **prevent** and **stop** both the **risk and experience of abuse and neglect**; we continue to work alongside the authority to ensure that **safeguarding is embedded**. (Care Act 2014)

The biggest challenge for the Safeguarding Adults Board (SAB) Training Officer role, is that the funding that has been in place since 2019, ceased in August 2023. In 2023 the project delivered training to an overall total of 1301 individuals. This exceeded the funding conditions set by the Lifelong Learning Fund. However, due to changes in European funding, the funding criteria changed in 2023 and the SAB Project no longer meets the scope of the new conditions, therefore, the Project is having to source funding from elsewhere. The Project has successfully secured a one-off temporary funding contribution from Safer Cheshire East Partnership (SCEP) to continue the training until February 2025. However, a more permanent source is being sought.

Another change is that the previous training officer (Paul Broadhurst) sadly has left the authority, and we are back to one full time but temporary training officer.

Figures of individuals trained

The table below shows the breakdown of training received by individuals that were trained by Safeguarding Adults Board Training Officer

Care Providers (Level 1 Safeguarding)	Licensed Driver Training (Level 1 Safeguarding)	Sexual Abuse and Domestic Violence	Care Concern
1275	437	38	165
TOTAL TRAINED = 1915			

Statutory Partners - 174

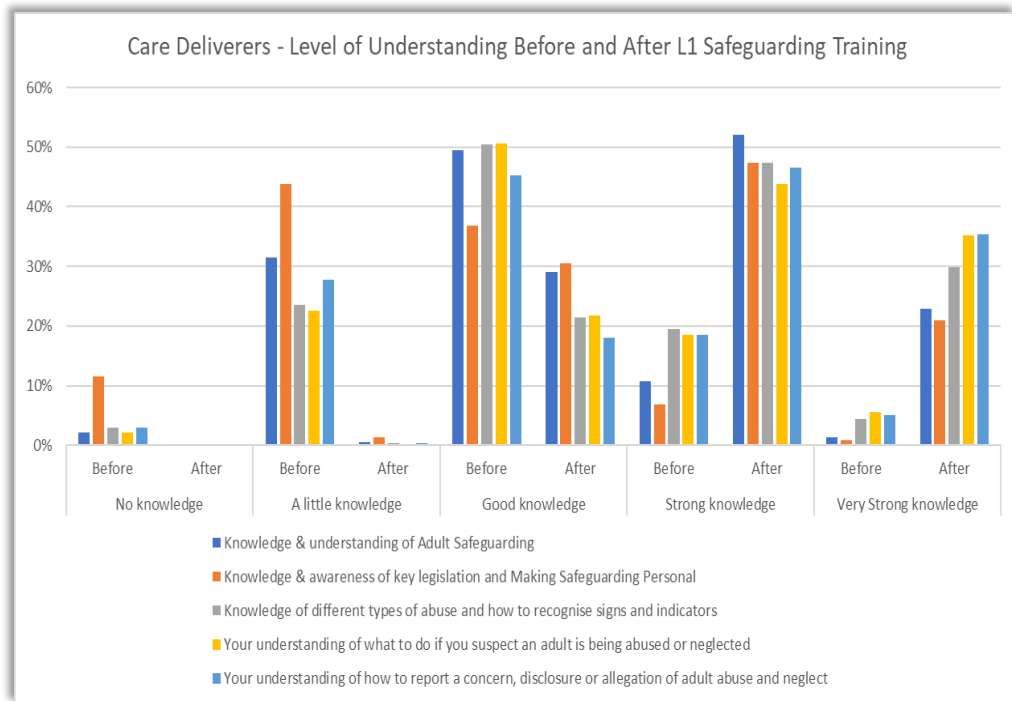
Non-Statutory Partners - 1741

Sexual Abuse And Domestic Violence training is delivered in collaboration between SAB and an Independent Domestic Violence Advocate (IDVA) in Cheshire East

Care Concern training is delivered in collaboration with the SAB Performance Officer

Learning- Care Deliverers

Since April 2023, feedback for learning has been gathered in the L1 Safeguarding training. We have asked attendees to rate their knowledge on the Learning Outcomes before and after the session and to comment on the key learning points for them.



Personally, it was an eye opener on certain things I didn't think were safeguarding concerns. I would say thumbs up.

The course was good as it explained in depth about safeguarding and what to do and how to recognise different types of abuse

It was good to look into the Care Act 2014 and understand that more

I have learnt more on safeguarding than I used to know. My knowledge has increased, especially on abuse.

Be vigilant and report if someone is at risk especially working in care. Record all risks as necessary

I would have liked more opportunities to talk in pairs or small groups

I learnt a lot about the 6 safeguarding principles - very interesting

I thought my knowledge at the start of the session was good, but I changed my scores as I realised there was a lot I didn't know

Learning - Licensed Drivers

Cheshire East Licensing team made it compulsory for drivers to attend safeguarding training, they asked the SAB to support them with this training that incorporates a combined delivery of Adult and Children's Safeguarding. It became evident that there was some resistance to this training by attendees. We have asked those that attended to rate their knowledge on the Learning Outcomes before and after the session and to comment on the key learning points for them.

Despite some of the resistance to this training, we can see that learning has improved after the session has finished

If you see it, report it!

Clear and interesting session. Realised my responsibilities much more than before. Thankyou

I found this course gave me more awareness and was very much needed. In general, very worthwhile.

A pleasure and very important. The more people that attend this course, the more chance we can be successful collectively combined

We act as a bridge between council and customer (old and young). Being aware is also very important

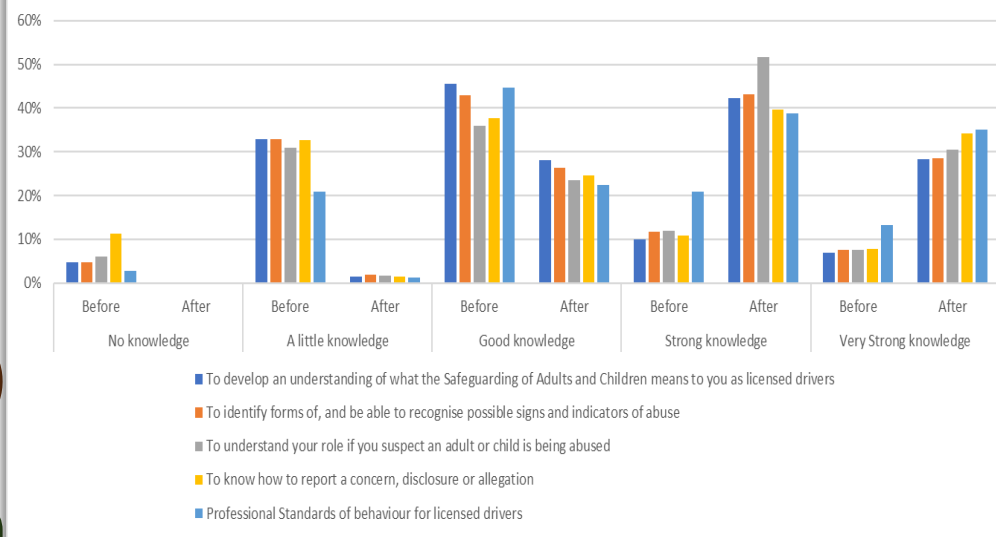
This course is very helpful in taxi business to protect the vulnerable people. Excellent teaching

Very informative on all different issues, and feel better for having sat in on the training

Often customers ask, befriend or need advice. Unfortunately, I not able to give advice, or the help they need is not always available, nor am I a social worker. The professionals need to do more

Implement authorities to act on reported - this is for the licensing teams and police

Licensed Vehicle Drivers - Level of Understanding Before and After L1 Safeguarding Training



What does the evidence from learners tell us?

Care Providers

- 72% of those that attended training have provided feedback.
- There is a clear shift in general towards those who report they have strong or very strong knowledge of the aims and outcomes of the session, at the end of the training.
- Prior to the training, 55% of attendees showed that they had no/little knowledge of key legislation (Care Act 2014). This directly impacts on their roles. This figure decreased significantly to just 1% with a little knowledge at the end of the training session.
- The majority of attendees evidenced that they found the training enjoyable, with a number of them stating that despite doing online mandatory training via their employers, they found the face-to-face training a more valuable experience
- This is evidence that the training has a positive impact on knowledge and understanding

Licensed Drivers

- Just over 93% of those that attended training provided feedback
- There is a clear shift in general towards those who report they have strong or very strong knowledge of the aims and outcomes of the session, at the end of the training.
- Despite some resistance to training evidenced during training by attendees, this did not have a negative impact on the learning process for them.
- Prior to the training 44% of attendees showed that they had no/little or no knowledge on how to report a concern disclosure or allegation. This decreased significantly to just 1% with a little knowledge at the end of the training session.
- This is evidence that the training has a positive impact on knowledge and understanding.

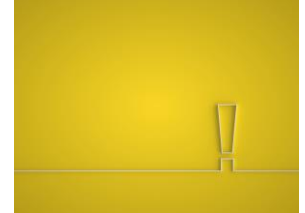
Year on year, reporting of safeguarding is increasing across Cheshire East, it is thought that continued awareness raising via training is having a positive impact in this area.

Impact

Last year managers of services, for those who had been trained, were sent a questionnaire to get an overview of impact of training from their services point of view.

They were asked the following questions:

1. Overall, did the training meet your expectations and needs?
2. Do you think that this training increased the knowledge and skill level of the subject for your staff?
3. Was the training engaging and interesting
4. Have you seen a positive impact of the training on those that attended, since it was delivered?
5. Do you have any further suggestions for training.



This questionnaire yielded a response rate of 55% - there were no negative comments to report.

We have also used the comments to question 5 to identify the need for further training, and some of this is being used to move the service forwards in terms of provider need.

The next slide shows some of the comments that were received in relation to impact. These comments show how training has impacted individual services.

Impact – from managers

Staff have more willingness to report and talk about concerns

Since the training, several of the befrienders have raised issues brought to light by their calls. They mention the training

Staff have a clearer understanding which has led to a more transparent team with reporting any concerns

There have been more discussions around person centred care and choices and decisions

This seems to have helped to maintain a good standard of responses in our other Safeguarding related training

Through discussion with staff during handovers and daily meetings, they appear more knowledgeable and more confident

It has sparked more helpful conversations within our teams.

All training has a positive impact, staff are aware of our policy regarding safeguarding and that we have zero tolerance

I feel that staff are more confident regarding what and how to report safeguarding

Some staff were unaware of all types of abuse that there are. This gave new staff more understanding of safeguarding

The trainer went the extra mile with staff engagement. All staff feedback afterwards to extremely positive around the lady and the information and the manner in which they enjoyed the session

Our delegates are a difficult audience and I believe the training gave many of the delegates some food for thought

Staff reported that the course was interesting. All of the staff attending, being a mixture of nurses, carers, housekeepers, kitchen staff and admin

Interesting and engaging for staff members with a range of delivery methods

Other news and moving forwards

As well as the training sessions highlighted in the report, we have had a busy year, with another busy year to come for 2024-2025

- In November 2023, adult safeguarding week was run and alongside our partners in the Cheshire Fire and Rescue, training sessions were offered to partners in the domiciliary care sector, over a number of days. This was held at Safety Central Headquarters.
- In February 2024, the Safeguarding Childrens Partnership in Cheshire East (CESCP) ran a learning week for their partners and colleagues. One day focused on a 'Marketplace'; it focused on the child's journey from birth to adulthood. The training officer attended and as a result, requests for training were taken.
- Domestic Abuse and Sexual Violence resumed training in December 2023 – with 3 sessions undertaken, there are 6 additional sessions being offered in 2024.
- A one-off training, in collaboration with the Deprivation of Liberty Safeguarding (DOLS) team is being arranged with the registrars' service in Cheshire East, focusing on abuse, forced marriage and mental capacity.
- A one-off training has been arranged for April 2024 to be delivered to the Environmental Protection team in Cheshire East, focusing on safeguarding and recognising abuse.
- DOLS process training to be offered to care staff, is in the final stages of development in collaboration with the DOLS team manager and will be offered very soon.
- The SAB manager is currently in communication with representatives from local pharmacies; safeguarding training has been requested for their service.
- Care Concerns training is continuing.
- Licensed Driver training is continuing.
- Training for L1 Safeguarding continues across the Care Sector, other non-statutory partners and our statutory partners.
- The training officer, alongside the business administration officer in SAB are meeting in April 2024 to develop the SAB website training pages.