

Learning from Reviews Event Evaluation

Introduction

The Essex Safeguarding Adults Board (ESAB) and Essex Safeguarding Children Board (ESCB) Learning and Development Sub Committee wanted to explore different ways of engaging those working with adults, children and families and to identify common learning themes from the range of reviews undertaken in Essex and where possible to avoid duplicating activity.

The learning from review events considered the learning from the various children and adult case reviews that are undertaken across Essex, including Domestic Homicide Reviews, Safeguarding Adult Reviews, Serious Case Reviews, Multi agency Case Audits and Partnership Learning Reviews. The ESCB and ESAB worked in partnership with the Southend, Essex and Thurrock Domestic Abuse Board with support from Essex Social Care Academy to develop the format and content for 5 countywide events.

Five events were held around the county. The learning outcomes for the events were to:

- Influence practice especially in improving risk assessment
- Share where a positive difference has been made and what best practice looks like
- Have an opportunity to share and discuss ideas
- Offer practical tips
- Encourage a holistic 'think family' approach.

Following a review of the key learning themes from the recent reviews undertaken by all 3 Boards it was identified that professional curiosity was an overarching theme across all areas of the reviews and a task and finish group was set up to take forward the work.

Attendance

The table below shows the date and location of each event, as well as the number of people that attended. A total of 294 attended the events.

Date	Location	Number of attendees
30/10/18	Wickford	53
6/11/18	Chelmsford	69
8/11/18	Harlow	56
22/11/18	Wickford	52
5/12/18	Colchester	64
	Total	294

The table below gives a breakdown of the sector the participants were from.

Sector	Totals
Essex County Council	83
Health	48
Voluntary/Community	39
Housing	26
Essex Child & Family Wellbeing Service	23
City, District & Borough Council	19
Education	16
Probation Services	13
Private/Independent	12
Police	9
Other	5
Early Years	1
Total	294

Unfortunately, not everyone that booked onto the event attended. A total of 62 people did not attend or send apologies. When the participants were sent the joining instructions they were also notified that non-attendance will be charged at £50 per person and so all the organisations have been invoiced.

Costs

The total costs for the events is estimated to be £2000.

This was funded by:

- Essex Safeguarding Adults Board
- Essex Safeguarding Children Board
- SET Domestic Abuse Board

Case study

A multi-agency group was set up to develop the case study. The themes from the case study were based upon recent reviews including Domestic Homicide Reviews, Safeguarding Adult Reviews, Serious Case Reviews, Multi agency Case Audits and Partnership Learning Reviews. The case study included different generations and issues to try and appeal to as much of the workforce as possible. The group produced:

- A summary of each character
- Details of organisations in Essex that could offer help/support including eligibility criteria
- Details of when/how organisations may have come into contact with the characters.

Event structure

Each of the events was run in the same format. The groups were told at the start that the case was 'fictitious' but based on an amalgamation of cases. The tables were given brief character information about a 'family' and they were asked to explore any concerns/risks and issues. Each table had a facilitator to help the discussion and who could be called upon to provide more information if the table had any questions.

The facilitators were volunteers from a range of organisations, appendix 1 shows the breakdown. These events would not have run as smoothly without the support and hard work of the facilitators.

Evaluation scores

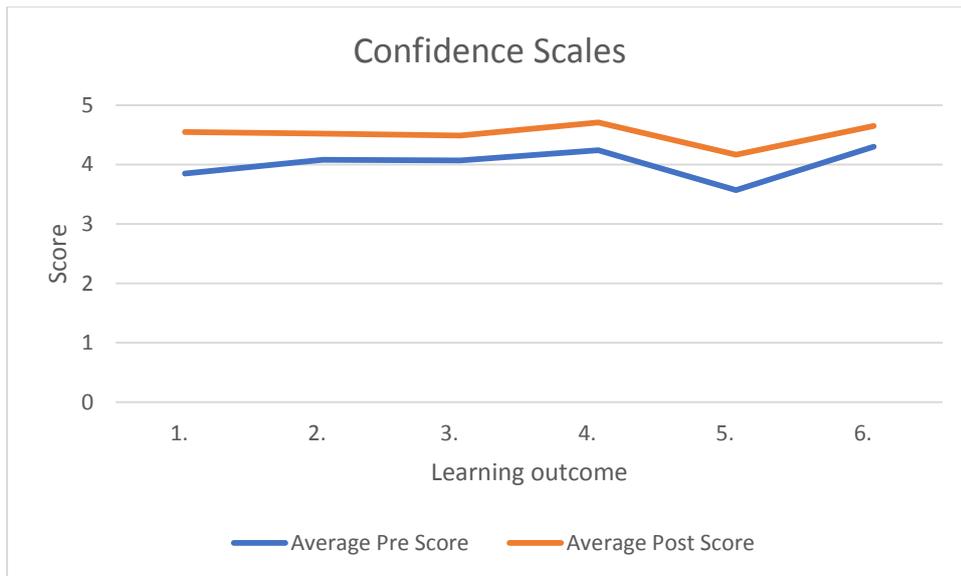
At the end of the event participants were asked to complete an evaluation form. A total of 251 evaluation forms were completed. We were successful in getting a high number of evaluation forms completed (85 %) which gives confidence that we have come to an informed view of the event based on the feedback.

Confidence scales

Participants were asked to rate their level of confidence to a series of statements before and after the course using the following scale;

- 1 = no confidence,
- 2 = little confidence,
- 3 = some confidence,
- 4 = fairly confident,
- 5 = very confident.

Learning outcomes	Average Pre Score	Average Post Score
1. I know what professional curiosity is	3.85	4.55
2. I am professionally curious in my work	4.08	4.52
3. I feel confident in asking questions/having difficult conversations to gather information	4.07	4.49
4. I understand why it is important to think about the wider family in my work	4.24	4.71
5. I have names and numbers of 5 key people in other organisations locally that I can call on	3.57	4.17
6. I understand the principles of information sharing	4.30	4.65
Average	4.02	4.52

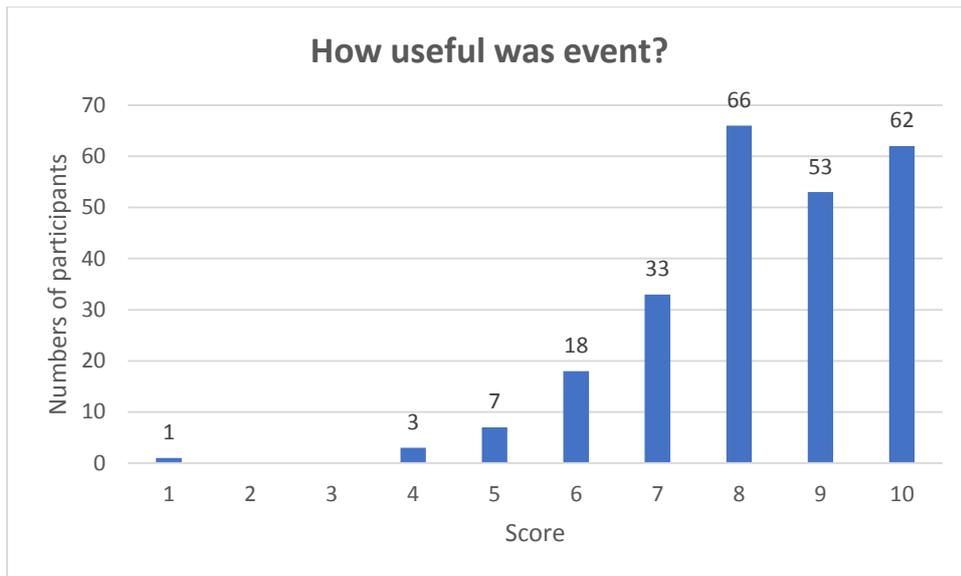


About own practice

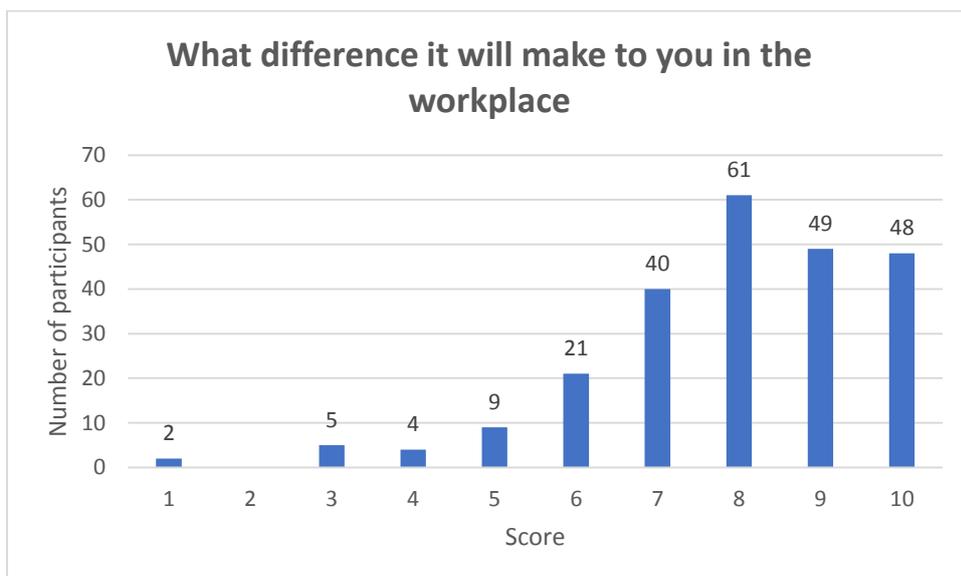
	Yes	No	Blank
Do you think the workshop will influence your practice?	233	13	5
Were you able to share good practice and learning?	245	4	2
Do you think this has made a difference to how you work with colleagues from other agencies?	222	18	11

Usefulness

How useful was event? On a scale of 1 to 10 (10 being the most). Eight people did not answer the question. The individual who scored a one felt 'I don't believe this course provided me with any further information'.



What difference it will make when you use the skills/knowledge back in your work? On a scale of 1 to 10 (10 being the most). Twelve people did not answer the question. No comments were made for the individuals that scored the question 1.



Improvements

Participants were asked 'What will you change/improve following the event?' The majority of answers could be grouped by:

- Use genograms
- Ask questions/be more curious
- More awareness about services/organisations
- Think about the family/think holistically
- Think about what the individual wants/speak to the individual

- Introduce professional curiosity into supervision/team meetings/training
- More partnership working/better communication
- Follow up referrals/ not making assumptions about other roles in safeguarding

Facilitator feedback

The following comments were made by facilitators during the debrief after the events had finished which wouldn't be captured within the evaluations forms. These comments were common amongst all the events.

- "There were people on the table sharing email address"
- "We've arranged for (another organisation) to come to one of our team meetings"
- "Today we met (another organisations) safeguarding officer"
- "There was lots of networking going on"
- "My group seemed to find the structure of the day and case study really helpful. I think it was really good in being able to keep the discussion focused and draw upon the experiences and knowledge of the different organisations at the table".

Suggestions for future work

The evaluation form asked for suggestions as to what the L&D Sub Committee should look at. The common themes were:

- Joined up adult and children work
- Communication, including disseminating findings from reviews
- Information sharing/GDPR/consent
- Networking/ Multiagency working
- List of support agencies/toolkits.

Other suggestions are highlighted in appendix 2.

Conclusions

The feedback from delegates on the evaluations forms is consistent with the views of the organisers and the facilitators on the days and was largely positive.

Actions that have arisen from the events are:

1. The training packs would be available after the events to use within their own organisations.
2. A summary of the action plans from all the events would be put on the website.
3. A list of the key agencies/resources that could be involved in the scenario will hyper linked from the action plans.
4. The ESAB/ESCB/DA websites will be highlighted to participants when they are sent the follow up email.

One frequently fed back comment was around the ending of the events. This was common across all 5 events. It appears that participants enjoyed discussing the 'fictitious' case but felt that there wasn't an effective 'ending'. Some of the evaluation forms included comments like 'would have liked information on the actual cases' and 'would have liked to look at previous cases and lessons learned'. Possible options could be:

- A longer closing presentation summarising the key points from the session
- Presentation on the different reviews that the case study was based upon including any outcomes
- Information given out in paper form on details of recent reviews
- Using a real case that crosses across the adult and children workforce

The only other recurring comments were around the acoustics at the event and struggling to hear people when feeding back on different tables.

Appendix 1 – a list of the organisations that helped to facilitate the tables

ACE
Basildon and Brentwood CCG
Basildon Hospital
Colchester and Tendring Women's Refuge
Colchester Borough Homes
Essex County Council
ECL
Epping Forest District Council
EPUT
ESAB Board lay member
ESNEFT
Essex C&F Wellbeing Service
Essex Police
Essex Youth Service
Little Parndon Primary School
MARAC
North East Essex CCG
NELFT
Oakwood Place
Princess Alexandra Hospital
Safer Places
SOS DA projects
St Lukes Hospice
The Change Project
Thurrock Council
Uttlesford District Council
Virgin Care
West Essex CCG

Appendix 2

Other suggestions that could not be grouped above are listed below:

- concern and undue influence
- more train the trainer events
- breaking down of professional barriers
- county lines
- CSE information sharing
- criminal exploitation
- safeguarding needs of young fathers
- dementia and the impact of carers and safeguarding
- disguised none compliance sexual abuse perpetrated children
- domestic violence and its wider impact
- exploitation
- exploring the process of case conferences and paperwork required to be submitted by professional agencies
- focus on discussion/conversations between individual involved
- focus on how children are affected by DA and how their voices are heard including evidentially
- gangs and county lines
- greater understanding of DA in relation to coercion and control.
- housing mental health of parents/carers
- how to incorporate a holistic approach to families
- more info on capacity and self neglect currently relevant to a case
- more on sexual abuse and familial abuse
- online safety - processes for tackling grooming peer on peer abuse
- parental responsibilities in complex cases and more details about the children's hub
- people with low level needs early intervention
- professional challenge
- resources - time/money
- safety planning and sharing of safety plans
- to have insight into 'community safety in localities'
- trafficking
- understanding acronyms
- use of acronyms consuming for professionals so must be more so for people using services
- work to make service proactive rather than reactive