



Norfolk Safeguarding
Children Partnership

NSCP Safer Programme



Annual Report

1st April 2021– 31st March 2022

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Introduction

Welcome to the 2021-22 annual report for the Safer programme. It seems like the year has passed so quickly since I wrote last year's introduction. This is perhaps a reflection of the general pace of life at the moment with the memories of the lockdowns of the last few years seeming almost surreal. For Safer this year we have taken the opportunity to really reflect on how we can offer the very best service to both our member organisations and those who access our training. How we communicate and remain connected when we can't see people face to face was one of the key themes of the pandemic. This year we have focussed on how we can improve communication and as a result of this we have launched a Facebook group and sent all members a monthly newsletter. We have also improved the range and type of training offered with established courses being rewritten and new courses developed. All our courses are now available to be delivered either Face to Face or Online. Members have also been invited to attend free monthly workshops on a variety of safeguarding topics. We are continuously looking for ways in which we can give a better service to our members so that the programme continues to go from strength to strength.

Safer Endorsement by NSCP

2021-22 has been a busy year for the Safer Programme with a strong focus on developing communication with members as well as looking at ways to build awareness of the Programme.

The challenges thrown up by the pandemic have also provided opportunities for developments in ways that had not previously been anticipated, such as the free monthly workshops.

Consultation with Safer members has evidenced the value that members place on these developments and I am confident that they will continue to be built upon for the 2022-23 year.

The NSCP continues to be extremely proud of the Safer and the knowledge and support it is able to offer to the voluntary and community sector in Norfolk.

Sharon Moore
Workforce Development Officer
Norfolk Safeguarding Children Partnership

About the Safer Programme

The Safer Programme's origins are in the Safeguarding Children Project initiative which was launched in 2003. It was initially developed to support the activities of staff and volunteers working with children and young people and their families in the non-statutory sector and those organisations identified under the Children Act 2004. These organisations still remain at the heart of what Safer does. This project would go on to become the Safeguarding Children Programme.

In June 2010 the Safeguarding Children Programme became the NSCP Safer Programme and widened its remit to offer support to the statutory and private sectors. The Safer Programme is accountable to the Norfolk Safeguarding Children Partnership. The NSCP and specifically the Workforce Development Officer provide direction and overall management to the programme. There is also a Steering / Focus group which is made up of partnership agencies and stakeholders which meets regularly to offer advice and a sounding board on future Safer developments. Current members of the steering group bring expertise and insight from a number of fields and are able to give the perspective of sports' groups, voluntary organisations, NCC Early Years and the NSCP. This is an important way for Safer to receive feedback and to ensure that the needs of all members are being met.

Safer regularly engages with a wide variety of organisations through a monthly newsletter and a Facebook group. The Safer Programme is also promoted via the NSCP website www.norfolklscb.org which provides full details of the programme including how to book sessions and frequently asked questions. A full programme of training is advertised on the website and flyers are produced which can be sent out electronically.

The aims and outcomes of the programme are currently as follows –

Aims

- To support the voluntary, community and private sector to effectively safeguard children through policy, procedural advice and training.
- To encourage organisations to reach recommended standards of safeguarding children and young people.
- To develop and deliver high quality safeguarding children training.

Outcomes

- Organisations, through membership, can attain their Safer Certificate. The programme offers organisations advice and consultation. All groups can achieve certification and support is offered to enable this.

- Being Safer Programme members is valuable to all organisations and all organisations are made to feel that they are welcome to join.
- Organisations take appropriate steps to protect the children in their care.

The Safer Programme is funded through income generation. It provides advice, information and training on all aspects of safeguarding children and child protection. Safer training is available to a vast range of individuals and organisations from the voluntary, community, statutory and private sectors. Opting to become a Safer member also gives access to an online resource pack, advice and guidance from the co-ordinator, free and discounted training places (including free monthly workshops), membership of the Safer Facebook group, monthly newsletters and a free check on safeguarding policies and procedures. Through the latter it is also possible to gain the Safer Certificate.

The certification process enables groups to gain a certificate showing that they have met pre-set standards. This gives reassurance to parents and carers that the group has actively engaged with the Norfolk Safeguarding Children Partnership to ensure their setting is a safe environment. To receive their certificate clubs and organisations must demonstrate that they have the following in place –

- Nominated someone responsible for child protection
- Nominated an alternate person
- All relevant staff or volunteers have attended training with an approved body, usually the NSCP Safer Programme
- Adopted an approved Child Protection Policy and circulated it within their group
- Signed up to a code of conduct, including Safer Working Practices and circulated within their organisation
- Agreed to approved information sharing and confidentiality policies
- Has a whistleblowing policy
- Agreed to safer recruitment processes
- Ensured first aid certificates are current
- Taken out public liability insurance

Staffing

The programme currently has a co-ordinator (0.8 FTE), six sessional trainers and the equivalent of one full time Business Support Officer.

The Safer trainers all have a wealth of experience as either current or past practitioners in the child protection field. The co-ordinator maintains regular contact with the trainers through email updates and meetings held every six weeks. Safer trainers also receive the Safer newsletter and are welcome to join the Safer Facebook group. A Safer trainer sits on the Safer steering group and the trainer team are encouraged to give their input in to course rewrites and reviews. The trainers are audited annually by the Safer Co-ordinator and they also conduct peer reviews of each other twice a year.

Safer Co-ordinator - Jo Hutchings

Prior to joining Safer I spent 15 years working for the National Probation Service as a Probation Officer. For the majority of that time I was a front line practitioner working with those convicted of criminal offences who were assessed as posing a high risk of serious harm to others; including those who pose a risk of harm to children. I was involved in a number of cases where there were child protection concerns and numerous child protection conferences and core groups. I also spent a year delivering group work programmes to men who had committed sexual offences. Since 2014 my focus and passion has been on the areas of Learning and Development. I worked as part of the National Training Team delivering a variety of training and also worked as a Practice Development Assessor where I trained and assessed new Probation Officers.

I joined the Safer team in January 2021. This is a role which brings together several of my passions writing and delivering training, communicating with a broad range of people and contributing to the safeguarding of children in my community. I am also enjoying the challenge of developing the programme so that we can reach as many potential members as possible to support them with their safeguarding practice.

Trainer Profiles

Jim Blake

I was a Police Officer for 30 years, 6 of those as a Detective in the Criminal Investigation Department during which time I was involved in several murder enquiries, including child deaths, investigated rape allegations, domestic abuse and assisted with child abuse enquiries. The latter encouraged me to spend the last 14 + years of my Police Service as a Detective in the Child Abuse Investigation Unit where I was the Officer In Charge of numerous, child abuse investigations requiring me to perform duties and conduct enquiries. As part of this role I arrested suspects and presented evidence at Crown Court trials and Causation hearings and attended countless Child Protection Case Conferences as a Police representative. I have

worked with professionals from Children's Social Services, Education and Health Departments. I have also organised and conducted child protection / safeguarding related awareness and training courses, or presented such information as a guest speaker, for Police Officers, PCSO's, Police civilian staff, Health personnel such as GP's & Nurses, 6th Form / further education students and other agencies who are involved in working with children such as the Matthew Project. The last 2-3 years of my Police Service were spent working in the MASH, mostly on the Child Protection Side.

Since March 2015 I have been a trainer for the Norfolk Safeguarding Children Partnership delivering Introduction to Child Protection, Core Programme and Designated Officer Courses. I attend Train the Trainer sessions, NSCP Trainer meetings to assist with keeping up to date and discussing what is currently, appropriate, training. I also attended a 'Prevent' Trainer's course and liaised with the MASH and CADS Teams at County Hall.

"Very friendly, approachable tutor" (Delegate on Early Years Introduction to Safeguarding Children Course, October 2021)

Helen French

It has been my great pleasure and privilege to work in the Early Years Sector for over 20 years, providing me with wonderful experiences and fantastic opportunities to further my learning and personal development. Research supports the idea that children's learning and development is greatly enhanced in settings that provide good quality care and experienced professionally qualified staff, thanks to this I was fortunate enough to have the opportunity to study for a degree in Children's Care, Learning and Development, graduating in 2012, followed by gaining Early Years Teacher Status in 2013. Alongside this I attained a City and Guilds qualification in Preparing to Teach in the Lifelong Learning Sector to enable me to effectively deliver in house training in my setting.

In April 2019 I relocated to the Norfolk Coast, looking for a new challenge I was fortunate to be offered the exciting opportunity to join the team at SAFER delivering Safeguarding Children Training. Passionate about children's welfare and wellbeing I feel that I can bring my knowledge and experience of supporting children's learning and development and managing the day to day running of an early years setting to training while also understanding some of the challenges of embedding and fostering safeguarding into practice.

"Helen was amazing. Her knowledge of the subject was excellent and delivered well"
(Delegate Safeguarding Lead Practitioner – Early Years Course November 2021)

Tina Garwood

I have worked for a number of voluntary and statutory agencies throughout my career, always focussing my energy on children and young people. I began my career as a Youth Worker for Norfolk Youth and Community Service working across a variety of specialisms such as youth homelessness, teenage pregnancy, alternative education, gender work, substance misuse and social inclusion; where I delivered interventions in different settings such as detached, outreach and residential. I then spent 9 years working for Norfolk Youth Offending Team in their previous services before taking up the role of Families Unit Manager (Norwich FIP) at Norwich City Council for a further 10 years where we worked in partnership with Children's Services to prevent children being taken in to the care of the local authority. I was also Co-Chair of Norwich LSCG for several years and as such have been involved in the design of policies and documents such as the Threshold Guidance and Neglect Identification Tool. I provide Therapeutic Respite fostering for a local charity in my spare time.

I joined the Safer team as I have always been very passionate and committed to the safeguarding and protection of all children and young people to give them the best chance of reaching their full potential.

"Tina was really, really good. Best online training I have ever done. She made sure it was engaging and informative and she was succinct and knowledgeable"(Delegate Introduction to Safeguarding Children, November 2021)

Vanessa Marriott

I have a social work, management and educational background. I enjoy combining training and practice, and work independently within both Education and Social Work/Management. My experience has been in a range of settings to include residential childcare, fostering recruitment, Independent Reviewing Officer/Child Protection Chair, homelessness and mental health. These roles have been based in different parts of the country to include Scotland, Yorkshire and Norfolk.

I have been a trainer for the Norfolk Safeguarding Children Partnership since 2015. I have facilitated a range of courses within the Safer Programme and enjoy the diversity of courses, and meeting delegates from differing organisations. The knowledge of individuals and within agencies always provides a platform for sharing and developing professional practice. Alongside delegates, I have shared the 'learning curve' of providing 'on line' courses which for all has given us a new skill set. Moving forward I am looking forward to delivering new courses both 'on line' and in person.

"Vanessa was excellent and made a difficult subject more manageable"(Delegate on Core Programme, November 2021)

Jill Matthews

I was an Education Social Worker for twenty years before being promoted to Team Leader in 1999, a role which involved supervising a team of Social Workers in safeguarding and child protection. I was a member of the Central Norfolk Child Protection Liaison Group and a Child Protection Case Auditor. From 2002 I was employed by Connexions Norfolk as District Manager, commissioning services for young people and managing service contracts. I was responsible for the implementation of Connexions Norfolk Safeguarding and Child Protection Policy. I took early retirement in 2004 and was further variously employed as an Education Social Worker, an Attendance Specialist in a city Behaviour and Education Support Team and as Head of Care in a Residential School for Children with Learning Difficulties. Since 2008 I have been a self-employed independent social worker undertaking assessments of potential foster carers and adopters.

Whilst working as Norwich team leader I also operated as a multi-agency child protection trainer. This involved working with a mixed team of professionals in order to deliver Safeguarding and Child Protection training to personnel from statutory organisations, including social workers, probation officers, police and health visitors. I have also trained foster carers in post approval core modules on behalf of fostering agencies in the East of England Region. I have been a trainer for the SAFER Programme since its inception and currently deliver a range of Safeguarding Training. This is now my sole employment and enables me to share my knowledge and experience with others to enable children in Norfolk to be safe and protected.

"Jill was very clear and knowledgeable, also very encouraging to all participants. I felt very comfortable answering or sharing, and that my contribution was important"
(Delegate, Introduction to Safeguarding Children, February 2022).

Yvonne Tyree

I have 30 years hands on and management experience in Social Work, working with children and families requiring professional support in a broad range of settings. I have also developed my experience in managing the significantly different skills required to work as an independent social worker. In the last 2 years I undertook the challenge of transferring my skills, knowledge and experience into adult social care within mental health. Most recently I diversified into the emergency duty team (EDT) and the people from abroad team. These posts have provided a steep learning curve and brought about exciting new challenges. I am now on the verge of joining a pilot team working with child criminal and sexual exploitation. I have a Masters in Advanced Social Work, a Degree in Social Work and I am qualified in Counselling, Residential Day Care and Nursery Nursing.

In 2004 I was encouraged by my team manager within a child protection team to become a trainer. Since that time I have delivered safeguarding training for the Safer team and Norfolk County Council training and development team. I am

passionate about delivering good quality and well researched training hence my commitment to the Safer programme. I enjoy sharing my knowledge and experience in correlation with the essential safeguarding messages incorporated within the training. I am also fortunate to be a part of a multi disciplinary group of professionals delivering the training all of which bring their own professional experiences to each session. I am grateful to my manager who saw something in me in 2004 and encouraged me to discover the trainer within me.

"Yvonne was great. Very personable and approachable. Succinct and to the point".
(Delegate, Introduction to Safeguarding Children, April 2022).

Current Position

As of 31st March 2022 Safer had 557 groups, individuals or organisations signed up as members. This compares to 492 in March 2021 and represents an increase of just under 12%. During the same period 36 groups either cancelled or failed to renew their membership. This is a comparable number to previous years. Retention of members is a current priority and a new system is in place so that when members wish to cancel they are contacted directly by the Safer Co-ordinator to see if anything could have been done differently to improve their experience as Safer members. It is hoped that this new system will also help to retain those groups where a new person is cancelling the membership because they don't realise what it is.

The Safer programme currently delivers the following courses which can be booked on to by any group or individual –

- Introduction to Safeguarding Children
- Introduction to Safeguarding Children and Young People in Sport
- Designated Safeguarding Person
- Core Programme
- Safer Recruitment
- Reflecting and Refreshing
- Introduction to e-Safety

This is an expansion of the courses previously available with Introduction to Safeguarding Children and Young People in Sport, Reflecting and Refreshing and Introduction to e-Safety all being brand new courses. The Reflecting and Refreshing course was developed to allow those who have previously completed either the Core Programme or Designated Safeguarding Person course the opportunity to reflect on their safeguarding practice and to consider how any recent developments in safeguarding (including learning from either a Serious Case Review or a Child Safeguarding Practice Review) could impact on the work that they do. This course encourages experienced delegates to actively seek ways in which they can develop their safeguarding knowledge and is a move away from the approach of repeating the same learning every three years.

Both Introduction to Safeguarding Children and the Core Programme were reviewed and substantially rewritten in the last year. Course rewrites took place with the support and input of the Safer steering group. All course rewrites followed some general principles – ensuring that the courses contained the most up to date information and reflected Norfolk's current procedures for safeguarding children, ensuring that courses are as interactive as possible whether delivered online or face to face and ensuring that a key learning outcome for each course is empowering individuals and giving them increased confidence in the field of safeguarding.

Between March 31st 2021 and April 1st 2022 Safer trained 3241 people across all of its courses. This is a significant increase when compared to the 2060 of the previous year. However, it should be noted that the previous year did include a period of approximately six weeks (17th March-9th June 2020) when training was suspended due to the pandemic and to allow courses to be adapted for online delivery. In total Safer ran 246 different courses in the year 2021-22 which is the most courses that we have ever delivered in a year. This increase can be explained by the wider choice of courses on offer and the fact that over the last year people have become more comfortable with accessing training online. The breakdown of the courses that the 3241 people attended is as follows –

Course	Number Trained
Introduction to Safeguarding Children	850
Core Programme	240
Introduction to Safeguarding Children and Young People in Sport	113 ¹
Safer Recruitment	58
Designated Safeguarding Person	93
e-Safety	9 ²
Early Years Introduction to Safeguarding Children	893
Early Years Safeguarding Lead Practitioner Refresher	267
Early Years Safeguarding Lead Practitioner	155
Early Years Recruitment	81
Early Years e-Safety	51
Early Years Committees	32
Early Years Reflecting and Refreshing	23 ³
Recognising and Responding	18 ⁴
Core Foundation	190 ⁵
Foster Carers Introduction to Safeguarding Children	63
Foster Carers Updating Practice	125
TOTAL	3241

¹ This number includes those who attended dedicated sessions commissioned by West Norfolk Borough Council

² The number for this course is relatively low as it was introduced in March 2022.

³ Low numbers for this course reflect the fact that it was only introduced in March 2022.

⁴ A course written specifically for District Councils. This course had only been delivered once by the end of March 2022.

⁵ Delivered for Norfolk County Council Children's Services

In addition to the 3241 above 94 people attended free one hour workshops. These workshops were offered to give members an additional benefit to their membership and to allow them to look at safeguarding topics in more detail. Workshops that were on offer included Writing A Good Safeguarding Policy, Having Important Conversations and Welcome to Safer (a one hour introduction to the benefits of membership for new members). It is hoped that topics on offer could be expanded in future years.

The cost of Safer membership and charges for attending training have remained unaltered during the last year. These will be reviewed in the year 2022-23. Keeping costs affordable for smaller groups and organisations will remain a priority. Safer membership is currently £30 per annum and this has not been increased since 2009. The next few paragraphs set out the current charges for training.

Introduction Level Courses

All of the introduction level training courses are available as dedicated sessions to the individual organisation. This can be provided in the day or evening Monday to Friday and also Saturday mornings. The pricing structure is as follows:

Small voluntary agencies:	£185 minimum charge, £12.50 per place
Large voluntary agencies	£350
Private or statutory agencies	£475

Core Programme

NSCP have agreed a pricing structure for the voluntary sector and independent organisations as follows:

Income of under £100k	£25 per person
Income between £100k-£250k	£50 per person
Income between £250k-£500K	£75 per person
Income of over £500k	£100 per person

Safer Programme members are entitled to a further 20% discount.

Income is checked via the Charity Commission website and provides a fairer pricing structure.

The Core Programme can also be booked by individual organisations as a dedicated session. The pricing structure will depend on the number of individuals attending.

The NSCP Safer Programme would normally charge £50 per person with a minimum charge of £750.

All Safer courses can be booked on to using an online booking system.

The checking of Safeguarding Policies and Procedures has continued to be an important service that we offer our members. A total of 60 safeguarding policies were reviewed by the Safer Programme Coordinator between 1st April 2021 and 31st April 2022. This compares to 44 during the same period of 2020-21 and 38 in the year between 2019-2020. This is therefore an area of work that is continuing to expand. On average members receive their initial feedback within 2-3 weeks of initially submitting their policies and are kept updated as to what the timescales will be throughout. Detailed feedback is given in writing with an emphasis on ensuring that policies are an accurate reflection of what organisations do and are not over-reliant on templates with limited personalisation. Many groups will submit their policy two or three times until they are satisfied with the contents and this therefore becomes a very collaborative process with lots of opportunities for discussion throughout. Thirteen organisations achieved Safer certification in this time. Less Safer certificates have been issued than in previous years and this may be a reflection of the fact that policies which are based on templates are being more rigorously scrutinised than in the past. Feedback from members about the policy checking service is very positive and is something that many people singled out for mention in the annual survey.

Communication with Members

As a result of feedback in the 2021 members annual survey improving communication with members has been a priority in the year 2021-22.

The Safer newsletter is now well established and is emailed to all Safer members on the first Monday of the month (unless this falls on a Bank Holiday) and is also shared on the Safer Facebook group. The newsletter is a way of ensuring that all members hear from Safer at least once a month. It also allows for any courses with availability to be brought to members' attention; including courses offered by the NSCP. It is also a place for other useful safeguarding resources to be shared as well as any updates to policies and procedures. 87% of respondents in the 2022 members survey said that they had read the newsletter.

A Facebook group was set-up in November 2021 which is moderated by the Safer Co-ordinator. This is a group for Safer members and those with an interest in Safer. Members need to answer three questions to be allowed access to the group and all posts have to be approved by the moderator before they appear in the group. By 1st April 2022 the group had 257 members and was continuing to steadily grow. A variety of different things are shared on the group to encourage engagement with an average of 4 posts made every week. Things shared to date include links to training courses, Safer trainer profiles, tips for writing safeguarding policies and the latest news from the NSCP website.

The 2022 Safer annual survey ran for five weeks between 10th January and 17th February 2022. This was the second annual survey with the first one in 2021 running for roughly the same time period in January and February of 2021. The survey was conducted through Microsoft Forms and Safer members and those with an interest in Safer were invited to respond through an email sent to their organisation and reminders in the Safer newsletter and on the Safer Facebook page. Some questions asked echoed those from last year to try to gauge if there had been any improvements and other questions were bespoke to this year's survey. There were 114 responses altogether this year which was roughly one fifth of Safer's membership at the time. This was in comparison to the 56 responses received in the previous year which at the time represented approximately one twelfth of the membership. It was very encouraging to see such a high number of responses and this may have partly been a reflection of Safer members becoming more used to being communicated with regularly and asked their views

People were asked from a list which aspects of Safer they'd accessed in the past year. The results showed that people are engaging with Safer in a number of different ways including attending training, reading the newsletter, accessing the resources on the website, and joining the Facebook group. People being able to access Safer support in the way that suits their needs best is something that I would like to continue to develop and two of the things that I will be reviewing over the next year will be the content on our website and the types of workshops that we run.

Members were asked how satisfied they are with the current level of communication that they currently receive from Safer. Members were asked the same question last year and the average response was 7.95 out of 10; this year the average response was 8.69 out of 10 which is a significant improvement in the level of satisfaction. This is good to see as improving communication has been a priority over the last year. It was particularly good to see positive comments about the communication around reviewing policies, the speed in which queries are answered, the newsletter and the Facebook group with more than one person commenting that there has been an improvement in communication over the last year. One person felt that the newsletter 'needs a digital update or new format to catch your attention' and this is something that I will be looking in to.

Members were asked how satisfied they are with the range of training currently offered by Safer. This is a repeat of a question last year where the average response was 8.18 out of 10; this year the average response was 8.27 out of 10 which is a slight improvement. Since the previous year we have extended the range of courses that we offer to include a Sports version of our Introduction course and brand-new e-Safety and Reflecting and Refreshing courses. We will also be running several free workshops throughout the year. Comments about this included 'There are always programmes to send people on both new and experienced' and 'the training has expanded and is very comprehensive.'

People rated the quality of Safer training as being 8.29 out of 10. This question was not asked last year so there is no direct comparison to be made. We ask delegates to fill in feedback forms after all training sessions so this question can also be viewed alongside those. This is useful as often the people completing the survey are not the same people completing the training. Positive comments included 'much improved over the last 12-18 months but again striving to improve is no bad thing' and 'our attendees indicate the trainers are engaging, relevant and knowledgeable'. This is an area that we continuously review and seek to improve. We also seek to act on any individual concerns as they come in.

How much has Safer membership benefitted your organisation was another question that was asked last year. In 2021 people gave this question a rating of 7.7 out of 10; this year they rated it 8.26 out of 10 which is another significant improvement. Positive comments included that it gave peace of mind and helped to achieve consistency within organisations. There were still some comments which echoed those made last year suggesting that people aren't aware of all the benefits of membership 'it's something that is there but I'm not sure we know how to fully make use of it.' For members to feel that being part of Safer is of value to their organisation is one of our current priorities. This will be aided by people having a greater awareness of what the benefits of membership are. One of the additional ways in which this will be promoted is by inviting all new members (and existing members who'd like to attend) to a workshop where we welcome them to Safer and explain the training that we run and all the benefits of membership.

Members were asked what Safer is currently doing well and what we could do better. In terms of what Safer is doing well people made a wide range of positive comments and in particular several people commented on communication, regular reviews and updates of training and our policy checking service. An example of one of the comments was 'the increase in communication via email and with the Facebook group has really helped to keep us in the loop with training and development opportunities.'

With regards to what we could do better one person commented that they would like us to work more closely with the Early Years team. I am now trying to do this in various ways including contributing to the Early Years Safeguarding newsletter and attending Safeguarding Lead Practitioner meetings. Another person said that they would like us to run courses on Sundays or during school holidays. Our courses do run throughout the year, not just during term time. At the moment we have no plans to expand to regularly offering training on a Sunday, however we are responsive to any organisation that specifically asks for it.

In addition to the annual survey we gain feedback on our training throughout the year by asking delegates on all courses to complete evaluation forms via a link to Microsoft Forms. Between 1st April 2021 and 31st March 2022 a total of 1785 evaluation forms were completed. This is approximately 55% delegates who attended Safer courses during this period. In terms of the analysis below I have

focussed specifically on those courses that were either new during this time period or that were substantially rewritten and have had more than 100 responses. These were – Introduction to Safeguarding Children, Core Programme and Introduction to Safeguarding Children for Early Years.

Feedback from Introduction to Safeguarding Children

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	391 (82%)	84 (18%)	2 (Less than 1%)	0
Trainer's presentation and delivery style	315 (66%)	135 (28%)	24 (5%)	3 (Less than 1%)
The extent to which course objectives were met	301 (63%)	162 (34%)	14 (3%)	0
Quality of course materials and handouts	240 (50%)	200 (42%)	34 (7%)	3 (1%)

Those statistics highlighted in green show those areas where Safer are meeting the target set out in the Business Plan of 95% of respondents rating an area as being either excellent or good. Those highlighted in yellow are where the response is more than 90% but not as high as 95%. Anything lower than 90% would be highlighted in red. This course was reviewed later in 2022 (outside the timeframe of this report) and a number of amendments were made based on feedback received.

Feedback from Introduction to Safeguarding Children for Early Years

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	353 (90%)	38 (10%)	0	0
Trainer's presentation and delivery style	303 (78%)	84 (21%)	4 (1%)	0
The extent to which course objectives were met	304 (78%)	86 (22%)	0	1 (less than 1%)
Quality of course materials and handouts	242 (62%)	136 (35%)	12 (3%)	1 (less than 1%)

It is really positive to see that for this course at least 95% of respondents answered excellent or good across all areas.

Feedback from Core Programme

Trainer's knowledge of the subject area	116 (91%)	11 (9%)	1 (less than 1%)	0
Trainer's presentation and delivery style	91 (71%)	33 (26%)	3 (3%)	1 (less than 1%)
The extent to which course objectives were met	96 (75%)	28 (22%)	4 (3%)	0
Quality of course materials and handouts	89 (70%)	37 (29%)	2 (1%)	0

Again, it is positive to see that 95% of delegates have rated all areas of this course as excellent or good.

Feedback forms are monitored by the Safer Co-ordinator and on the rare occasions that negative feedback is received this is always followed up to see if changes need

to be made or improvements implemented. A larger review of all newly written courses is carried out six months after they have been written and thereafter annually.

Testimonies

The relationships that we have with our partners and members is crucial to the work of Safer. This is what some of them have to say about us.



Before becoming a full-time martial arts school owner I was a police officer for 17 years. I specialised in, of all things, child safeguarding. I thought our policies, procedures and training were not only adequate but probably above standard. Of course I wasn't quite right and our previous service provider had allowed me to slip.

I came on board with Safer as I wanted support closer to home, easier access to training and a stricter vetting process so that I could up my game. They have provided exactly that! Now I, and my team, are better trained, better prepared and better supported than we have ever been. Jo and the team are exemplary and I wish to thank them for everything they have done for us to become more professional in this essential area of our business.

Kris French, 6th Dahn Master Instructor, Kuk Sool Won of Thetford



Momentum is proud to be a partner of Safer, as we believe Safer helps make safeguarding knowledge, training and good practice accessible to organisations of all sizes.

As part of our support to voluntary sector groups working with children and young people, we regularly signpost to Safer and the feedback we have had from our sector is always positive. Collaboration is at the heart of what Safer do, from their steering group which helps to oversee and feed into decisions made about the Safer Programme, to their multi-agency courses which enable networking across organisations and sectors. This is something that Momentum greatly values, and we hope and expect our relationship with Safer to grow even stronger in the years ahead.

Aimee Gedge, Momentum Service Manager, Momentum



Norfolk Children's Services have commissioned Safer to deliver our safeguarding children foundation course for all new staff working with children and families who are not qualified social workers and our safeguarding courses for foster carers for many years now and we continue to be very pleased with the high quality training received by our delegates and the excellent skills and knowledge of the trainers. Feedback from staff attending is very good with new staff expressing understanding of the safeguarding issues raised and making plans to transfer the learning to their practice. Safer were able to quickly adapt the learning to the virtual environment during Covid restrictions and retain an interactive engaging learning experience for delegates. The Safer Co-ordinator Jo Hutchings is very approachable and flexible, when required, to meet the learning needs of our staff. Communication from Jo and the Safer team is excellent and any queries are responded to quickly and effectively. The new version of the course covers a broader range of topics reflecting recent research, guidance and new models of practice while retaining an interactive approach. Safer have responded to our request to deliver face to face training in the autumn while retaining some virtual delivery. Thank you to all at Safer.

Kate Brown, Learning and Development Consultant, Norfolk County Council



I am a manager of a charity Pre-School and have been a member of the Safer Programme for the duration of my management in Norfolk. The Safer Programme has been vital to me and all my team including my committee members. We have attended the training offered, received a monthly newsletter that is extremely informative and keeps us updated with the current legislation. However, predominantly I have used the Safer Programme to gain advice and support from the Safer Programme Coordinator who has been invaluable to me. In particular, when professional curiosity materialises! Joanne has always been approachable, willing to listen and gives you the correct information/guidance as required.

I would highly recommend the Safer Programme to all Early Years Setting including childminders. You never know when you may need additional advice or just a friendly supportive chat.

Jane Pears, Pre-School Manager, St Helen's Pre-School, Costessey.

Partnership Working

Partnership working is essential to Safer. By working closely with other groups and organisations we are able to develop a better understanding of what our members need and adapt the training and other services that we offer accordingly. We are always seeking to forge new relationships as this leads to Safer becoming more widely known throughout Norfolk which in turn leads to an increase in member numbers.

In 2021-22 the Safer steering group was re-established. This group is made up of representatives from Active Norfolk, the Safer team of trainers, The Benjamin Foundation, Momentum Norfolk, Norwich City Football Club, the Norfolk Safeguarding Children Partnership and Norfolk County Council Early Years Team. Together this group represents the interests of a range of Safer members and partners as well as some neutral voices. Throughout the year the group has met approximately once every eight weeks and has offered advice and guidance on a wide range of matters including the content of training, the Safer newsletter and the results of the annual survey. The input of all of the steering group is hugely appreciated.

The Safer Programme has continued to work closely with Active Norfolk this year to support sports and activity groups in Norfolk. The Safer Programme is promoted on the Active Norfolk website and they recommend the Safer Programme to groups that

they are in contact with. This year we have worked in collaboration with Active Norfolk to develop a version of our Introduction to Safeguarding Children course specifically for those involved in sports and activities groups. We have also identified future areas of work including developing the existing Safer pack to make it more useful for these members.

An exciting development for Safer this year has been being invited to be involved in the writing of a safeguarding course that combines the basics of safeguarding children and adults training specifically for staff employed by Norfolk District Councils. This is the first time that Safer have been involved in delivering Adult Safeguarding training and the team have enjoyed the challenge. This course was written and delivered by Safer with input from Norfolk Safeguarding Children Partnership, Norfolk Safeguarding Adults Board and the District Councils. It was particularly positive to be able to forge links with the Adult Safeguarding Board and it is hoped that further ways of working together could be explored in the future.

On two occasions in the past year the Safer Programme Coordinator has been asked to be part of LADO investigations where the subjects have been members of community groups (although not Safer members). This has involved working in conjunction with representatives from other agencies to interview the groups concerned with a specific focus on their safeguarding practices. Following on from the investigation both groups were offered further support and advice from Safer around their policies and procedures. This work has also allowed the Safer Coordinator to identify certain types of groups that could be approached and encouraged to join Safer.

This year the Safer Programme Coordinator has also forged links with the Norfolk County Council Child Licensing Department and we are identifying ways to work together in the future to advise those working with children in the entertainment field (such as in performing arts and television) of the benefits of Safer membership.

Our partnership work with Norfolk County Council continues to be very important and we are commissioned to deliver training for a number of different departments. The Foundation course, which is a one day course with the same content as the Core Programme, continues to be delivered to NCC Children's Services employees. Norfolk County Council's Learning and Development Team were consulted over the re-writing of this course and have expressed satisfaction that it continues to meet the needs of their delegates. Between 1st April 2021 and 31st March 2022 this course was delivered 11 times to a total of 190 delegates.

The Safer Programme is commissioned to deliver bespoke training to Foster Carers employed by Norfolk County Council. We currently deliver two courses – Introduction to Safeguarding Training for Foster Carers and Developing Safeguarding Practice. Last year we delivered the Introduction course to 63 delegates and the Developing Safeguarding Practice course to 125 delegates. A small working party is scheduled to meet in summer 2022 to review the content of both of these courses.

Safer's relationship with Norfolk County Council Early Years has continued to grow and develop. From 1st April 2021 all Parent and Toddler groups that expressed interest in joining Safer had their membership funded by Early Years. As part of this agreement they were able to access all the usual benefits of Safer membership as well as access funded places on the Introduction to Safeguarding courses delivered by Safer on behalf of Early Years and attend bespoke workshops on Writing A Good Safeguarding Policy. This arrangement has proved so successful that it has already been agreed that it will continue in to the 2022-23 year. As of 31st March 2022 54 Parent and Toddler groups had joined Safer through this route and this is a number that has increased on a weekly basis since.

The Safer Programme Co-ordinator continues to attend and contribute to the Norfolk Safeguarding Children Partnership Early Years Advisory Group this helps to promote a joint approach to safeguarding training and support for Early Years settings. One of the developments from this group has been the setting up of a series of termly Senior Lead Practitioner Network meetings. In conjunction with the Senior Advisor for Early Years Learning the Safer Co-ordinator has developed and delivered content for these meetings in order to support SLPs in their roles. The Safer Programme Co-ordinator also contributes content to the Early Years Safeguarding Newsletter.

The Safer Programme continues to deliver a bespoke training programme for Norfolk County Council Early Years staff. This is an arrangement that is now in its 10th year. The courses on offer are Introduction to Safeguarding Children for Early Years, Senior Lead Practitioner training, Senior Lead Practitioner Refresher Training, Early Years Recruitment, e-Safety, Committees and the newly added Reflecting and Refreshing. In the year 2021-22 Safer delivered training to 1502 Early Years delegates and increase from 1123 the previous year. The breakdown of how many people attended each course can be seen in the section 'Current Position.'

Future Aspirations

The future goals for the Safer Programme are set out in the Safer Business Plan 2021-24 which can be seen here [Business-Plan-2021-24.pdf \(norfolklscb.org\)](https://norfolklscb.org) The following is a summary of what these goals are and the progress that has been made towards them.

The first goal is around increasing Safer membership. Safer membership has already increased by approximately 12% in the last year. To promote further growth we will continue to work closely with Early Years to promote Safer to Parent and Toddler groups and with Active Norfolk to promote Safer membership to sports groups. As well as these specific partners we will promote membership with all relevant partnership agencies through regular communication and meetings. We will also promote membership by including a slide within our training materials and developing our social media presence.

The second goal is for Safer members to feel that their membership is worthwhile, their views are listened to and they are supported. There are already positive

indicators that this is being achieved with the annual survey showing higher levels of satisfaction than previous years, particularly around communication with members which was one of the biggest causes of dissatisfaction in previous years. There are also new processes in place to capture feedback from members who do not renew their membership to see if anything could have been done differently.

The third aspiration is for Safer to offer a range of safeguarding courses that are viewed as being of a high quality, interesting to participate in and that reflect the most current developments in safeguarding. In order to ensure this a schedule has been put in place that will ensure that all courses are reviewed at least annually. This review will take in to account feedback from participants and facilitators, the input of Safer's steering group, any changes to policy and procedures or legislation and up to date research. All courses will contain a range of interactive elements and a learning outcome around increasing delegates' confidence. It is our goal that course feedback forms will show that courses are meeting delegates needs with more than 95% of respondents rating the questions around tutor's knowledge, tutor's delivery style, extent to which course objectives were met and quality of course materials and handouts as being excellent or good. New course that have been developed this year include the Reflecting and Refreshing course, an Introduction to e-Learning, Introduction to Safeguarding for Sports and Activities Groups and Recognising and Responding for District Councils.

The fourth and final goal is around all aspects of the Safer Programme being subject to regular review and evaluation. To achieve this as a team we regularly attend training and briefings to ensure that our knowledge is kept up to date. As previously stated all of our courses are reviewed annually taking in to account feedback from a variety of sources. Elements that will be regularly updated include case studies, graphics and quiz questions.

Finances

The following table shows Safer's financial position for the year ending 31st March 2022. Overall a profit of £24,124 was made which as the second table shows compares favourably to pre-pandemic years and shows that Safer have been able to recover quickly from the loss of the previous year.

Balances for year ending 31st March 2022

Income

Annual Subscriptions	21,180
Training	104,129
	125,309

125,309

Expenditure

Co-ordinator/Project Manager Salary	33,164
Admin Salary	26,694
Mileage	0
Trainers & Training Mileage	40,695
Venues/Room Hire & Refreshments	0
Stationery/New Pack Printing	-49
Office Expenses (Phones, Insurance, Online Booking System)	681
	101,185

101,185

C/fwd
Balance 24,124

Financial Year	No. courses	Income	Expend	Profit per annum
2010/11	134	49,984	65,129	N/A
2011/12	167	62,425	54,996	7,429
2012/13	266	124,860	84,553	40,307
2013/14	228	144,733	179,428	54,647
2014/15	223	130,698	93,454	37,244
2015/16	206	118,090	106,708	11,382
2016/17	229	114,290	101,610	12,680
2017/18	233	136,493	108,525	27,968
2018/19	226	128,143	107,220	20,923
2019/20	194	134,513	111,840	22,673
2020/21	149	79,303	79,920	-617
2021/22	246	125,309	101,185	24,124
			Total committed to NSCP to date	£258,760

Conclusion

I hope that you have enjoyed reading this report. 2021-22 has been a very positive year for Safer. As Coordinator one of the best things about my role is meeting with people from all of the different organisations that we work with and support. I am always so impressed by the great work that you do and all of the different services and resources that you provide to our community. Safer would not be the success it is without all of our member organisations and each and every one of you is appreciated. If you have any comments on this report or you have any questions that I haven't answered then please don't hesitate to get in touch with me at safers@norfolk.gov.uk

Jo Hutchings
 Safer Programme Coordinator
 August 2022

Appendix 1

Appendix 1

Voluntary organisations and private sector providers play an important role in delivering services to children. They should have the arrangements described in paragraph 4 of this chapter in place in the same way as organisations in the public sector and need to work effectively with the LSCP. Paid and volunteer staff need to be aware of their responsibilities for safeguarding and promoting the welfare of children, how they should respond to child protection concerns and make a referral to local authority children's social care or the police if necessary.

Working Together to Safeguard Children 2018 states:

Organisations should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children, including:

- a clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of children;
- a senior Partnership level lead to take leadership responsibility for the organisation's safeguarding arrangements;
- a culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services;
- arrangements which set out clearly the processes for sharing information, with other professionals and with the Local Safeguarding Children Partnership (LSCP);
- a designated professional lead (or, for health provider organisations, named professionals) for safeguarding. Their role is to support other professionals in their agencies to recognise the needs of children, including rescue from possible abuse or neglect. Designated professional roles should always be explicitly defined in job descriptions. Professionals should be given sufficient time, funding, supervision and support to fulfil their child welfare and safeguarding responsibilities effectively;
- safe recruitment practices for individuals whom the organisation will permit to work regularly with children, including policies on when to obtain a criminal record check;
- appropriate supervision and support for staff, including undertaking safeguarding training;
- employers are responsible for ensuring that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role;

- staff should be given a mandatory induction, which includes familiarisation with child protection responsibilities and procedures to be followed if anyone has any concerns about a child's safety or welfare; and
- all professionals should have regular reviews of their own practice to ensure they improve over time.
- clear policies in line with those from the LSCP for dealing with allegations against people who work with children. An allegation may relate to a person who works with children who has:
 - behaved in a way that has harmed a child, or may have harmed a child;
 - possibly committed a criminal offence against or related to a child; or
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

In addition:

- county level and unitary local authorities should have a Local Authority Designated Officer (LADO) to be involved in the management and oversight of individual cases. The LADO should provide advice and guidance to employers and voluntary organisations, liaising with the police and other agencies and monitoring the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process;
- any allegation should be reported immediately to a senior manager within the organisation. The LADO should also be informed within one working day of all allegations that come to an employer's attention or that are made directly to the police; and
- if an organisation removes an individual (paid worker or unpaid volunteer) from work such as looking after children (or would have, had the person not left first) because the person poses a risk of harm to children, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.