



Norfolk Safeguarding  
Children Partnership

# **NSCP Safer Programme**



## **Annual Report**

**1<sup>st</sup> April 2020– 31<sup>st</sup> March 2021**

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## **Introduction**

It would be almost impossible to begin any reflection of the year 2020 – 2021 without mentioning the fact that we were in the midst of the Coronavirus pandemic. It is likely that we will be measuring the impact this has had on us for many years to come. This reflection on what we have experienced, what we have lost and possibly what we have gained will be happening at every level from the deeply personal all the way up to a global level. It no longer seems to be an exaggeration to say that this has touched every part of the way that we live our lives. Part of this reflection will almost certainly involve some analysis of the impact that the repeated lockdowns have had on some of the most vulnerable children in our society and what this might mean in terms of the different safeguarding issues that they may have experienced.

One of the humbling things about being part of the Safer programme has been hearing about all the marvellous things our members have done to continue to make our communities better and happier places to live. It has been proof that the world hasn't stopped, but it has adapted.

It goes without saying that the Safer programme has also undergone huge changes in the last year. Like so many others we have made the change from working in a bustling office to working from our homes. For the period that this report covers all our training courses have been delivered remotely using the Zoom platform. We have not been able to print out and send our members the Safer packs which we know they value so we have provided them online. We have not been able to meet our members or the partner organisations that we work with face to face, but we have continued to communicate by email, telephone and online platforms.

Safer have adapted to all of this and now what were initially challenges have become opportunities to innovate. As we begin to move forwards in to a time where hopefully we are less subject to restrictions we won't be going back to exactly where we were instead we will be looking forwards and seeing how we can take what we have learned during the pandemic to continue to innovate and improve.

One final change that Safer has seen in the last year has been a change in Co-ordinator for the programme. Sarah-Jayne was the Co-ordinator for the programme for ten years. During that time she made many innovations which helped to create the busy and successful programme that Safer is today. Her enthusiasm and personal touch will be missed by all the individuals and organisations that she came in to contact with. A change in Co-ordinator will inevitably see some changes in approach and new ideas, but on a personal note I hope that these will always be in the spirit of creating for our members the best possible version of the Safer programme that continues to evolve and meet your needs.

## **Safer Endorsement by NSCP**

2020-21 has been a very different year for everyone at NSCP and the Safer Programme. Not only have significant adaptations to our working methods been made but the Safer Programme has also seen a change of Co-Ordinator.

Sarah-Jayne Lumley started the process of adapting the Safer Programme to the challenges presented by the pandemic and this has been continued under the leadership of Joanne Hutchings, the new Safer Co-Ordinator. The innovation and ingenuity displayed by both Co-Ordinators has been impressive and the fact that the Safer Programme has not just survived but continued to update and develop is a testament to their hard work and commitment to the programme.

Further developments and reviews are planned for the next year so we are confident that Safer will continue to provide the excellent level of service and learning opportunities that it has become known for.

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 is the responsibility of the three statutory partners named in Working Together 2018, i.e. the Local Authority, Health (Clinical Commissioning Group) and Police; together they oversee how organisations in Norfolk work together to safeguard and promote the welfare of children and ensure that they do so effectively. The NSCP and 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. This is an important way for Safer to receive feedback and to ensure that the needs of members are being met.

In previous years the NSCP Safer Programme has attended events and conferences either when invited or if an opportunity has arisen. The global pandemic has meant that in the last year these face to face events have not taken place. However, Safer has continued to engage with a wide variety of organisations through virtual means. The Safer Programme is also promoted via the NSCP website [www.norfolkscb.org](http://www.norfolkscb.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, regular 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. The trainers are audited annually by the Safer Co-ordinator and they also conduct regular peer reviews of one another.

### **Safer Co-ordinator - Jo Hutchings**

Prior to joining Safer I spent 15 years working for the National Probation Service. 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 – just after the country went back in to lockdown. Despite the challenges of joining a new team in the midst of the pandemic I have really enjoyed being part of a team where safeguarding and training come together. I am looking forward to the future and working to deliver the best safeguarding programme that I can to Safer members.

### **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, 6<sup>th</sup> 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.

*"Jim referred a lot to his personal experiences he'd had during his career in the police and child protection. This made it relevant and helpful to put what we were talking about into a more meaningful context"* (Delegate on Introduction to Child Protection Course, March 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 brilliant, so lovely and helpful and really explained things very well"* (Delegate Safeguarding Lead Practitioner – Early Years Course March 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 will begin delivering training for Safer in Autumn 2021. She will bring a wealth of experience and knowledge to the team and I am confident that our delegates will benefit hugely from her enthusiasm and expertise" (Safer Co-ordinator)*

## **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.

*"I enjoyed Vanessa's presentation and the interaction between attendees." (Delegate, Safeguarding Lead Practitioner Course, April 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.

*"I found Jill Matthew's style and passion infectious and learned what I needed in such a great way, I have sat in a few Zoom and Teams sessions and this was by far the best and most interactive" (Delegate on Safeguarding for Committees Course, March 2021)*

## **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.

*“I found this great and would love to do more courses and training with Yvonne”  
(Delegate on Introduction to Child Safeguarding Course, March 2021)*

## **Current Position**

As of 31<sup>st</sup> March 2021 Safer had 492 groups or organisations signed up as members this compares to 459 at the same time last year. It is encouraging to see that despite the pandemic membership of Safer has continued to increase. This is not only testament to how hard organisations have worked to keep going under such extraordinary circumstances, but also to the fact that they have continued to find the support offered by Safer to be valuable. During this year we did have 33 groups who either cancelled or did not renew their membership and although we do not know the reasons why in all cases we know from some of them that it was directly related to the pandemic. An area for future development may be to put in place a process to follow up with groups who do not renew their membership to see if there was anything that we could have done differently to support them.

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

- Introduction to Safeguarding Children
- Core Programme for Safeguarding Children
- Designated Officer for Safeguarding Children
- Safer Recruitment

All of the courses were updated following the publication of Working Together 2018 and the establishment of Norfolk’s Local Authority Children’s Advice and Duty Service in October 2018. Between March 2020 and April 2021 Safer trained 2060 people across all courses. All of this training was delivered online. The courses that these 2060 people attended are as follows –

<b>Course</b>	<b>Delegates</b>
Intro	316
Core	171
Designated Officer	65
Safer Recruitment	29
C/S Foundation	179
Foster Carer Intro	627
EY Senior Lead Practitioner	155
EY Senior Lead Practitioner (Refresher)	206
EY E-Safety	44
EY Safer Recruitment	58
EY Safeguarding for Committees	33
<b>TOTAL</b>	<b>2060</b>

The top four rows show those courses that were available to all members. The additional rows show courses attended by Norfolk County Council employees as part of the programme of training that Safer is commissioned to deliver on behalf of Children’s Services, Foster Carers and Early Years.

The checking of Child Safeguarding policies remains a key service that Safer offers to support its members. Historically the Safer Co-Ordinator has carried out site visits in order to offer one to one support to members and offer feedback on policies. The restrictions put in place due to the pandemic meant that site visits had to cease and all feedback had to be given either by email or telephone. Safer have checked and offered feedback on 44 policies between March 2020 and end of March 2021 and this resulted in 9 organisations being offered Safer certification. In comparison, for the previous year, when there were no restrictions on site visits, Safer checked 38 policies which resulted in 15 certificates being offered. There has therefore been a significant decrease (from 39% to 20%) in the number of checked policies that go on to achieve certification. It is difficult to assess if this is solely due to the lack of face to face feedback or if other factors are at play. For example, it may be that for some organisations getting all of the evidence together that is needed for certification has been challenging when working from home. A useful future piece of work may be to ask members for feedback once they have had their policies checked as to whether or not they understood the next steps to achieve certification and if they feel that they have enough support from Safer to achieve this.

The cost of Safer membership and charges for attending training have remained unaltered during the last year and it has remained a priority to ensure that our membership and training are affordable for smaller groups and organisations. The current cost of Safer membership is £30 per annum. Charges for training are detailed below.

## 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.

## **Feedback from Members**

Towards the end of the 2020-21 year all Safer members were invited to complete an online survey to give their views on the Safer programme and anything that they felt could be improved upon. This was sent out to all members via Microsoft Forms between 19<sup>th</sup> January and 5<sup>th</sup> February 2021. There were 56 responses which at the time represented approximately 12% of Safer's members. Results showed a lot of positivity about the Safer Programme and those who responded held the programme in high esteem. Many positive comments were made; for the questions where members were asked to rate their satisfaction out of 10 nothing scored lower than 7.7. When members were asked what Safer were doing well there were a variety of positive comments that mentioned: the range and standard of training; the support and guidance given to members; accessibility including ensuring that it was readily available during the pandemic; and the personal and friendly manner in which any queries are dealt with.

Respondents scored their level of satisfaction with communication from the programme as 7.95 out of 10. Positive comments included *"what I love is how supportive the team are every time I have a query."* Some ideas for how communication with members can be improved even more can be found in the section of this report titled 'Future Developments.'

Members gave an average score of 7.7 out of 10 as to how much they felt being members benefitted their organisation. Comments includes *"being able to demonstrate that we meet Safer standards gives us credibility and gives our funders / clients assurances that we operate safely."* Other members felt that although they were aware of the benefits of membership they did not think that other organisations were; *"for the membership you offer a great deal, just not enough people know about it."* Safer have already begun to look more closely at how we can promote the benefits of membership including regular reminders in our newsletter and slides at the end of workshops and training.

Members were asked how they would like to access training in the future and were given a choice between face to face, virtual or a combination of both. The response was overwhelmingly a combination of both with 44 out of 56 respondents saying that they would like to have a choice. Safer must abide by whatever social distancing rules are put in place, but we are aiming by the Autumn term of 2021 to be able to deliver some courses face to face as we develop a blended approach to the training offer.

People were asked what types of training they would like to see in the future and there was a lot of interest in bite-size workshops. This is likely to be a reflection of the ways in which the pandemic has permanently changed the way that people expect to access training and learning. Some further comment on how this might be developed can be seen under 'Future Developments.'

Going forwards Safer will send out a members' survey annually with some of the same questions included so that we can continue to ensure that we are meeting our members needs and adapting where necessary.

We have also sought to gain member feedback throughout the year by asking delegates on courses to complete feedback forms. During the early part of the year these were sent to delegates via e-mail which did not always result in many being returned. From 24<sup>th</sup> February 2021 we have asked for these to be completed via a link to Microsoft Forms and this has resulted in a much higher percentage of feedback forms completed; between 24<sup>th</sup> February and 31<sup>st</sup> March we received 253 feedback forms. This is a high enough number for us to begin to draw conclusions as to delegates levels of satisfaction with the training they have received. The tables below show responses to the same questions that are asked across all of our courses and represents training delivered by all tutors.

<b>Question</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Trainer's knowledge of the subject area	230 (91%)	22 (9%)	1 (less than 1%)	0
Trainer's presentation and delivery style	187 (74%)	59 (23%)	6 (2%)	1 (1%)
The extent to which course objectives were met	194 (77%)	55 (22%)	4 (1%)	0
Quality of course materials and handouts	171 (68%)	75 (30%)	7 (2%)	0
<b>Total</b>	<b>772 (77%)</b>	<b>211 (21%)</b>	<b>18 (2%)</b>	<b>1 (less than 1%)</b>

As the above chart shows delegates levels of satisfaction with the training that they have received is extremely high with 98% of the responses being either excellent or good. This corroborates the feedback seen in the survey, but also shows a different perspective as the survey tended to be completed by a named representative of the organisation whereas the feedback forms come directly from delegates. It is also noteworthy that for the question 'Did you get what you expected from the course?' 100% of the 253 feedback forms looked at answered 'yes'. Feedback forms are closely monitored 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.

## Testimonies

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



The **Benjamin** Foundation

The Benjamin Foundation has chosen the Safer programme as our preferred provider of safeguarding training in Norfolk for all our staff that work face-to-face with children, young people and families. Despite a challenging year all round, we have been impressed by how Safer have adapted their offer to deliver sessions online. Staff feedback from the training continues to be good and we see it making an important difference to the confidence staff have when dealing with safeguarding concerns.

Moreover, we are very impressed by the review process that goes on behind the scene to make sure the training is kept up to date and relevant. We were pleased, as a customer of the programme, to be invited to be part of this review.

We would like to thank Jo and her team of trainers. We look forward to working with you again over the next year.



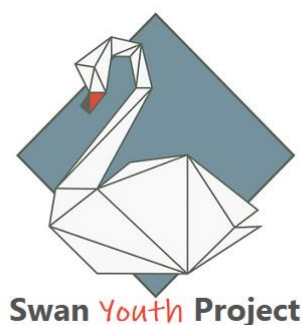
**NORWICH CITY**  
**FOOTBALL CLUB**

*“Norwich City Football Club have benefited from help, support and advice from the Safer Programme in recent years. Membership has enabled a number of our colleagues to access significant new learning through participation in their varied training events. The delivery of training is consistently pitched at the correct level and provides credibility for us during organisational audit and inspection. The Safer Team provide sound strategic advice when needed and were instrumental in shaping our ‘Canary Safe’ policies and procedures. We continue to hold our safeguarding partnership with the NSCP in high regard and value how it assists us to deliver quality services to our children and young people. “*



# Norfolk County Council – Early Years

Early Years Learning, Norfolk County Council, have worked in partnership with Safer to provide a Safeguarding training programme to the early years and childcare workforce in Norfolk for many years. The programme covers courses such as Introduction to Safeguarding, Early Years Safeguarding Lead Practitioner, Safeguarding for Committees, Safer Recruitment and E-Learning. The level of training and support that Safer provide for the early years and childcare workforce is always to a very high standard. We value Safer's knowledge and expertise and willingness to meet the needs of the early years workforce. Safer are able to meet the workforce's needs by adapting their courses to cover early years specific content as well as delivering training on weekdays, evenings and weekends to meet the demand.



Swan Youth Project is a small charity in West Norfolk, supporting around 150 young people each year. Being a part of the Safer Programme means that we know that we are doing the best for all of our young people. Jo offered fantastic support to us in achieving our Safer Programme Certification; patient, helpful and focused. All of the training we have accessed has been high quality, relevant and thought provoking, as well as allowing for reflection and networking. We are lucky to have this service in Norfolk, which is certainly invaluable to charities such as ours.

## **Partnership Working**

Throughout the year 2020-2021 there has been an arrangement in place with Momentum that their members will have free or half price membership of Safer depending on the size of their organisation. Although this arrangement will not continue this year due to changes in Momentum's own membership structure Momentum continues to recommend that all voluntary and community groups become members of the Safer Programme. Regular meetings continue to be held between the Safer Co-ordinator and Momentum to ensure that the needs of the voluntary sector are being met.

The Safer Programme has continued to work closely with Active Norfolk. Sports groups that join through Active Norfolk have access to a Safer Pack that is tailored for their needs. It includes information around safeguarding children, child protection, policies and procedures that is specifically for sports groups. As well as accessing

the full range of Safer training they can also access the Active Norfolk Safeguarding Course and the Active Norfolk Time to Listen Safeguarding Course.

Our partnership work with Norfolk County Council also continues to be very important. Throughout this year Safer have continued to deliver the Foundation course for Norfolk County Council non-Social Work employees. In the year that this report covers twelve of these courses were delivered. This is a substantial increase from the previous financial year when four of these courses were delivered which demonstrates that these courses are viewed as a comprehensive introduction to child safeguarding for staff working in a variety of different roles. The Safer Co-ordinator continues to meet regularly with colleagues from Norfolk County Council's Learning and Development team to ensure that these courses continue to meet their needs.

The Safer Programme has delivered a bespoke training programme for Early Years, Norfolk County Council staff since 2011. The suite of training that is currently delivered for Early Years consists of the following courses – Introduction to Child Safeguarding, Safeguarding Lead Practitioner, Safeguarding Lead Practitioner Refresher, Safer Recruitment, Safeguarding for Committees and E-Safety. The following chart shows the number of delegates that have been trained for Early Years during the 2020-21 financial year.

<b>Course</b>	<b>Number trained</b>
EY Introduction to Child Safeguarding	627
EY Senior Lead Practitioner	155
EY Senior Lead Practitioner Refresher	206
EY E-Safety	44
EY Safer Recruitment	58
EY Safeguarding for Committees	33
<b>Total</b>	<b>1123</b>

Regular meetings are held between the Safer Co-ordinator and the Intervention Support Co-ordinator for Early Years to ensure there is good communication and joint working. The Safer Co-ordinator also attends the Norfolk Safeguarding Children Partnership Early Years Advisory Group which helps to promote a joint approach to safeguarding training and support for Early Years settings.

The Safer Programme is also commissioned to deliver bespoke training to Foster Carers in Norfolk and currently two courses are delivered Introduction to Safeguarding Training for Foster Carers and Developing Safeguarding Practice. Last year we delivered the Foster Carers Introductory course to 83 delegates and Developing Safeguarding Practice to 94 delegates.

## **Future Developments**

One of the priorities for the first half of this financial year has been to review and update the training courses that Safer currently delivers with particular focus on the Introduction and Core programmes. This work has been undertaken with the support of Safer's Focus group which consists of the Safer Co-ordinator, NSCP's Workforce Development Officer and representatives from Norfolk County Council Early Years, Norwich City Football Club and a range of voluntary agencies who are familiar with Safer training. This has led to a substantial re-write of both programmes with an emphasis on making the courses as interactive as possible (particularly when delivered online) ensuring that they reflect the most up to date practice in child safeguarding and that they are empowering and raise confidence in delegates participating in them. As well as having input from the steering group these courses have also been shared with those partners within Norfolk County Council who commission courses from Safer and their feedback has been sought.. These courses are currently in the process of being delivered to trial audiences and they will be available for anyone to book on to from the Autumn term onwards. The delegate handbooks that go alongside the course have also been updated to ensure that delegates that attend the Safer training also have a comprehensive resource pack to refer to afterwards.

Now that the Introduction and Core programmes have been reviewed and updated the next steps will be to go through a similar process with other Safer courses. The next courses to be reviewed will be the Designated Safeguarding Person course and the E-Safety course. The latter is currently only delivered to Early Years but will be reviewed to see if it can be offered to a wider audience. Once all of the courses have been updated a system will be put in place to ensure that they are reviewed on an annual basis to ensure that elements such as case studies are regularly refreshed.

Safer are also keen to develop new courses where a need is identified. One example of this is extending the E-safety course to a wider audience. We are also currently in the process of seeing if a course for chaperones could be developed.

As part of a larger project Safer is currently working with Active Norfolk to extend the support that is offered to Sports based organisations. Sports groups who join Safer already have access to a Safeguarding Sports Pack that is tailored towards their needs. We intend to develop this further by creating a version of the Introduction to Child Safeguarding training that is tailored specifically for sports groups. As part of this project we plan to investigate how we can reach out to as many sports groups as possible and encourage them to join Safer.

Another project that we will continue to develop in 2021/22 is our work with Norfolk Parent and Toddler groups. In April 2021 Safer were approached by Norfolk County Council Early Years to investigate ways in which we could support Parent and Toddler groups. It was agreed that they would pay Safer a lump sum which would allow any Parent and Toddler group that expressed an interest to join the Safer Programme for free. As part of this membership they will be able to access the Early

Years Introductory course. Safer as also delivering a monthly workshop on Writing a Safeguarding Policy that is tailored towards Parent and Toddler groups. We have also developed a checklist specifically for Parent and Toddler groups to support them in writing their own safeguarding policies which can then be checked by the Safer Co-ordinator. This was a piece of work that was begun in the 2020/21 reporting year, but that will helpfully come to fruition in 2021/22. It is intended that as part of this project Parent and Toddler groups will feel more supported, particularly with regards to safeguarding. From Safer's point of view this is a very exciting development as it allows us to forge more links with parents and carers in the local community who will then hopefully look for Safer involvement in other activities that their children participate in.

We will also continue to respond to feedback from our members as to how we can improve what we can offer to them. One of the themes that emerged from the member survey was that some members felt that the communication they received from the programme was sporadic or infrequent. In an attempt to address this the Safer Co-ordinator now sends out a monthly newsletter to all members updating them on any new developments, courses with additional spaces on and any additional training that they would like to attend. Members are also offered the opportunity to have a 'guest slot' in the newsletter in order to encourage networking between members. Safer is continuing to explore the possibility of having a more visible presence on social media to further aid our communication with members.

In response to interest shown in the survey we have also begun running free monthly workshops on a variety of safeguarding topics. We intend to develop this further as the year goes on.

## Finances

The first of these tables shows Safer's financial position for the year ending 31<sup>st</sup> March 2021. Overall a loss of -£617 was made. As the second table shows this is the first time in the Safer programme's ten year history that this has happened and can undoubtedly be attributed to the global pandemic. It should also be seen within the context of the overall profit of £234,636 that Safer has made in the last ten years. The relatively small size of this loss is testament to how quickly Safer were able to adapt to continue to offer a full programme of training to our members.

### Balances for year ending 31st March 2021

#### Income

Annual Subscriptions	13,475	
Training	65,828	
	79,303	79,303

#### Expenditure

Co-ordinator/Project Manager Salary	24,286	
Admin Salary	26,530	
Mileage	0	
Trainers & Training Mileage	28,365	
Venues/Room Hire & Refreshments	-63	
Stationery/New Pack Printing	249	
Office Expenses (Phones, Insurance, Online Booking System)	553	
	79,920	79,920

C/fwd  
Balance -617

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
			Total committed to NSCB to date	£234,636

## **Conclusion**

Thank you for reading this report; I hope that you have found it useful. If you have additional questions that haven't been answered please don't hesitate to contact us on [safer@norfolk.gov.uk](mailto:safer@norfolk.gov.uk). I feel really excited as we embark on a new year here at Safer particularly as this will be my first full year in post. I am most looking forward to speaking with and meeting with more of our members either in training and workshops or through answering queries and looking at safeguarding policies. Everyone has been so welcome to me since I have joined and I would like to repay that kindness by doing all I can to help our members feel like they are part of a supportive membership network. My main priorities for next year are to continue with the updating of our courses and also to look for more ways in which Safer can support all of its members, including through developing new courses and ensuring that we communicate effectively about what's available and what's in the pipeline. I hope that by this time next year we will be able to reflect on another innovative year in Safer, but this time without the complications that a global pandemic has brought.

Jo Hutchings, Safer Co-ordinator, July 2021

# **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.