



Norfolk Safeguarding
Children Partnership

NSCP Safer Programme



Safer

Norfolk Safeguarding
Children Partnership

Annual Report

1st April 2022– 31st March 2023

Tel: 01603 228966

Contents

	<i>Page</i>
Introduction	p3
Endorsement by NSCP	p3
About the Safer Programme	p4
Staffing	p6
Current Position	p12
Communication with Members	p18
Testimonies	p26
Partnership Working	p30
Future Aspirations	p32
Finances	p34
Conclusion	p36
Appendix 1	p37

Introduction

Welcome to the 2022-23 annual report for the Safer programme. This is my first report since taking over as Safer Co-ordinator in December 2022. I have spent the last 6 months learning as much as possible about the Safer Programme so that I can continue to enhance the service on offer to all our members. I have also invested time in networking with various organisations and it has been wonderful to have attended some in person events and many more are planned.

Over the last year Safer has continued to strengthen relationships with our members and the partner organisations we work with. Regular communication has been an essential part of this, along with reviewing and updating the service we offer. During my first few months in role, it has been important to observe all the courses delivered by the Safer Programme to see where updates and changes are needed. This has already resulted in a full update of the Early Years Safeguarding Lead Practitioner Refresher Course in January 2023. This update was undertaken in consultation with the Safer Trainers, Steering Group and Norfolk County Council Early Years Department.

Safer Endorsement by Norfolk Safeguarding Children Partnership (NSCP)

2022-23 has been a year of change for the Safer Programme. We were sad to lose Jo Hutchinson as Safer Co-Ordinator but very happy to welcome Gemma Hampton to the Programme.

Gemma has continued to build and develop the Safer Programme since she arrived; Membership numbers continue to increase, and it is great to see that the programme is able to reach out and support so many diverse groups of organisations.

It has also been great to see how initiatives such as the Safer Facebook group has been used to keep members up to date on safeguarding developments and opportunities.

I am confident that the programme will go from strength to strength under Gemma's co-ordination and the NSCP looks forward to supporting this.

Sharon Moore

Workforce Development Officer

Norfolk Safeguarding Children Partnership

About the Safer Programme

The Safer Programme stems from 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 their families in the non-statutory sector and those organisations identified under the Children Act 2004. These organisations remain at the heart of what Safer does. This project later became the Safeguarding Children Programme.

In June 2010 the Safeguarding Children Programme became the NSCP Safer Programme and widened its remit to offer support to those in 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 Group made up of partnership agencies and stakeholders which meet 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 from the different members we support: sport, early years, charities and the voluntary sector.

Safer communicates regularly with its members through a monthly newsletter and a Facebook Group. The Safer Programme is also promoted via the NSCP website www.norfolkscp.org.uk 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, as well as being able to use the Safer Logo on their documentation, website, and social media. 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 –

- A named person responsible for safeguarding
- A safer recruitment policy
- An induction policy
- A signed code of conduct for staff and volunteers
- A signed code of conduct for children or young people
- A signed safeguarding policy with circulation list and evidence of how this has been promoted to others
- A safeguarding training log-with all relevant staff or volunteers having attended safeguarding training with an approved body, usually the NSCP Safer Programme
- A managing allegations and whistle blowing policy
- A complaints policy
- An information sharing and confidentiality policy
- Public Liability Insurance
- Current first aid certificates for those staff who need them

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 safeguarding and 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 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 yearly peer observations.

Safer Co-ordinator – Gemma Hampton

This is my first report as the Safer Co-ordinator. I took on this role in December 2022. Although I have only been doing this role for 6 months, I feel extremely fortunate to have become part of the supportive NSCP Team and be able to promote the wonderful work of the Safer Programme.

All my previous work history has involved working with children, young people, and families, all these roles have had a safeguarding element to them, all of which has helped to prepare me for the role of safer co-ordinator.

My last role was working in Children's Services as part of the Community and Partnership Team as a Pathway Advisor, where I was allocated cases under Tier 1 or Tier 2 of the Threshold Guide. This role involved working closely with families using the Signs of Safety Approach to identify the worries, what was working well, and what needed to happen to make things better. Sometimes through this work safeguarding concerns became evident and I had to share my concerns with the Children's Advice and Duty Team, and sometimes the cases were deemed to meet Tier 3-a Child In Need. Part of my role was to also create Early Help Assessment Plans (EHAPs). There was also a lot of partnership working with both internal and external colleagues.

In addition, I have a vast amount of teaching experience, as I was a lecturer at East Coast College, where I taught both Childcare and Health and Social Care. This involved teaching at both further education and higher education (levels 1-5). I was responsible for creating and delivering the Safeguarding Units.

I used to be a Supervised Contact worker. Here I would facilitate and supervise safe contact between the parent and child. Part of the role was writing detailed reports to be used within the legal process if needed. Safeguarding played a crucial part in this role to check that parents were not breaching any rules in the session through inappropriate behaviour. I also used to deliver The Separated Parents Information Programme; a course devised by CAFCASS.

I also have experience of being a Family Support Worker. I used to provide support on a range of issues. I was also responsible for delivering parenting programmes

including Webster Stratton. I was also responsible for initiating and leading the Family Support Process to provide a team around the child to meet their needs.

I am passionate about the future of Safer and I have lots of ideas for how to continue to grow the Safer Programme and I am eager for it to carrying on going from strength to strength to reach an even wider audience.

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.

Delegate Feedback on Jim

"Jim was great. He really knew his stuff. Gave people time to speak, calm, non-judgemental. Also, very relaxed but professional at the same time. Thank you. I have got a lot from this training!" (*Delegate-Designated Safeguarding Person-November 2022*)

"Really good training. It's a tough subject but the trainer made it interesting and informative." (*Delegate-Core Programme-November 2022*)

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 year's setting to training while also understanding some of the challenges of embedding and fostering safeguarding into practice.

Delegate Feedback on Helen

"Helen was an excellent tutor throughout this 2-day EY Safeguarding Lead training. She was very thorough, very knowledgeable about safeguarding and the surrounding areas and was able to answer any questions we had along the way. I now feel confident in my new role, particularly with having resources to take away to my setting. Thank you!" (*Delegate-Early Years Safeguarding Lead Practitioner-November 2022*)

"Thank you so much for a fantastic training session and course, I really enjoyed it and as it was my first one online, I feel confident to do more courses like this in the future." (*Delegate-Early Years Introduction to Safeguarding Children-February 2023*)

Tina Garwood

I have worked for several 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, securing a BA in Informal Education in 1992 and converted my degree to Social work nearly 16 years ago. I have worked across a variety of specialisms such as youth homelessness, teenage pregnancy, alternative education, gender work, substance misuse, crime prevention and social inclusion. In these roles I have delivered, designed, and managed interventions in different settings such as detached, outreach, peripatetic and

residential work. I spent nearly 10 years working for Norfolk Youth Offending Team in their prevention services before taking up the role of Families Unit Manager (Norwich FIP) at Norwich City Council for a further 10 years. At the Families Unit we worked in partnership with Norfolk Children's Services to prevent children and young people being taken into the care of the local authority. We supported and enabled families to address safeguarding issues and consolidate their strengths.

I was also Co-Chair of Norwich Local Safeguarding Children's Group for almost 7 years and as such have been involved in the design of policies and documents such as the Threshold Guidance and Neglect Identification Tool.

I currently provide Therapeutic fostering for BREAK charity and have done this for the last 8 years.

I joined the Safer team in 2019 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.

Delegate Feedback on Tina

"Tina was fantastic and really supportive of question asked, really engaging delivery." (*Delegate-Early Years Introduction to Safeguarding Children-December 2022*)

"Lovely instructor, lots of experience. Informative but not too heavy." (*Delegate-Introduction to Safeguarding Children-January 2023*)

Vanessa Marriott

I have a social work, management, and educational background. I enjoy combining training and practice. I work independently within both Education and Social Work/Management. This supports keeping up to date with practice and legislation which supports my training role. My experience has been in a range of settings to include residential childcare, fostering recruitment, Independent Reviewing Officer/Child Protection Chair, homelessness, mental health, and education. These roles have been based in different parts of the country to include Scotland, Yorkshire, and Norfolk. I am a Practice Educator for social work students and a mentor to students completing the Practice Educator qualification.

I have been a trainer for the Norfolk Safeguarding Children Partnership since 2015 and enjoy working and developing knowledge to support the training with the multi-disciplinary team. 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.

Delegate Feedback on Vanessa

“Vanessa was brilliant and made all of the group feel that what our questions and opinions were valid!” (*Delegate-Introduction to Safeguarding Children-October 2022*)

“Vanessa was well informed regarding training. She explained the course well and engage with everyone at all level and backgrounds.” (*Delegate-Core Programme-December 2022*)

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 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.

Delegate Feedback on Jill

“Jill was Brilliant and was very good at keeping everyone engaged, asking lots of questions and providing all of the answers.” (*Delegate-Early Years Safeguarding Lead Practitioner-February 2023*)

“Thank you, Jill. Very helpful and thorough course, Explaining each area clearly.” (*Delegate-Early Years Safeguarding Lead Practitioner-March 2023*)

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.

Delegate Feedback on Yvonne

"Yvonne was brilliant, her subject knowledge was really useful. Her career experience really shone through. I enjoyed learning today". (*Delegate-Early Years Introduction to Safeguarding Children-February 2023*)

"Training was very interesting, I learned a lot, the teacher spoke very well and explained clearly. Also, she gave examples so that we would understand exactly what was being said. Thank you so much to Yvonne." (*Delegate-Early Years Introduction to Safeguarding Children-March 2023*)

Current Position

As of 31st March 2023, Safer had 635 groups, individuals or organisations signed up as members. This includes 94 new members in the year. This compares to 557 in March 2022 and represents an increase of 14%. It is great to see that Safer continues to attract new members, especially when so many groups and organisations are struggling to manage financially due to monetary pressures and the growing cost of living crisis.

During the same period 24 groups cancelled or failed to renew their membership, which is less than the previous year where it was 36 members. Safer is keen to retain its current members and in this year implemented a new system for cancellations. If a member asks to cancel, the Safer Co-ordinator makes direct contact with them to explore the reason for the cancellation and to see if anything could have been done differently so that they would have stayed members. This system has been a positive introduction and has resulted in two groups continuing to stay members after their initial cancellation request. The main reason for cancellation has been due to groups having ceased operating. Due to the current economic position of the UK community groups and organisations are continuing to close due to financial pressures.

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

- Introduction to Safeguarding Children
- Designated Safeguarding Person
- Core Programme
- Reflecting and Refreshing (Core Refresher)
- Safer Recruitment
- Introduction to E-Safety

Safer was also delivering Introduction to Safeguarding Children and Young People in Sport, which was devised in partnership with Active Norfolk in November 2021. Despite a promising start, this course has subsequently not gained enough bookings to make it currently viable to deliver and has been cancelled twice this year. Only 17 delegates have been trained this year. *Action-The Safer Co-ordinator will be working with Active Norfolk in 2023-2024 to address this issue and devise a plan on the future of the Introduction to Safeguarding Children in Sport Course.*

The Reflecting and Refreshing (Core Refresher) Course was devised 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 Child Safeguarding Practice Reviews) could impact their practice. 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. When this course has been delivered positive

feedback has been received. However, the take up of this course has been slow, with only 26 delegates been trained this year. This course has had to be cancelled twice due to low numbers. This is also a course we deliver to the early years sector; however, it has not run at all this year due to lack of demand. *Action-The Safer Co-ordinator will be reviewing the Reflecting and Refreshing Course as a priority in partnership with the Trainers and Steering Group, to see how we can generate more bookings.*

The Introduction to E-Safety Course-is a new course which was written in response to several requests in delegate feedback on courses they would like to see. Despite this, the take up of the course has been slow. This course has been cancelled three times and no delegates having completed it this year. There is a different version of the course which has been created for early years, and this has been delivered to 20 delegates. When the Safer Co-ordinator observed the Early Years E-Safety Course, it was apparent that the course did not have enough early year's focus, especially being from this background myself. This has also been reflected in some of the course feedback. *Action-The Safer Co-ordinator will be reviewing both E-Safety Courses to incorporate some new content and learning acquired from Online Safety Live Roadshow provided the UK Safer Internet Centre. The Safer Co-ordinator will also be working with the early years team to ensure the course update meets their needs of their delegates.*

Introduction to Safeguarding Children, the Core Programme and the Designated Safeguarding Person continue to be our most popular courses with the highest number of delegates attending. A detailed analysis of the feedback on these three courses will be considered further on in this report.

Courses and Workshops Delivered

Between March 31st 2022-April 1st 2023 Safer trained 2,543 delegates across its courses. This is a decrease of 27% compared to the previous year, where 3241 delegates were trained. However, it is worth noting that in this year Safer delivered a higher than average number of courses, which included more requests for bespoke training delivered within the organisation. If we look back further to 2020-2021, a year when we offered our average number of courses, 2060 delegates were trained and compare that to the year 2022-2023, it is a 23% increase.

There are several reasons to explain why less delegates have been trained this year. As already highlighted above there has been 7 cancelled courses by the Safer Programme in this year due to low numbers. All Safer courses involve discussion and group tasks, so if we do not have enough delegates booked on, we must make the difficult decision to cancel a course. To go ahead with a course with low numbers would provide a detrimental learning experience for delegates, as it is beneficial to learn from others and share experiences. It is also not financially viable to run a course, if we do not have enough delegates booked on to cover the Trainer's salary and venue hire if it is face to face course.

We have also found it particularly difficult to fill places on our face-to-face training courses this year, despite delegates regularly asking for more face-to-face training in their feedback. Moving forward, we will need to review the number of face-to-face courses we offer. We have also had to find a suitable new course venue due to the Woodside Centre closing at the end of March.

In addition, the number of courses we have been contracted to deliver for Early Years has been reduced during this year, due to not getting enough delegates directly book on these courses that they advertise. Early Years have highlighted their sector is really struggling at present and they are seeing a surge in settings that are permanently closing, so in turn there are less delegates needing training in early years settings compared to previous years.

In total Safer ran 197 courses in the year 2022-2023, compared to 246 courses in the previous year. This represents a decrease of 25%, which in turn has impacted the total amount of profit made this year. 45 of these courses were delivered face to face, while 153 were delivered online via Zoom.

The breakdown of the courses and workshops that the 2619 delegates have attended are as follows –

2022-23 Numbers trained

Name of Course / Workshop	Number of Delegates Trained
Introduction to Safeguarding Children	580
Introduction to Safeguarding Children and Young People in Sport	17
Designated Safeguarding Person	120
Reflecting & Refreshing (Core Refresher)	26
Safer Recruitment	47
Core Programme	216
Recognising & Responding Course for District Councils	97
Introduction to E-Safety	0
Foster Carer Introduction to Safeguarding Children	17
Foster Carer Updating Practice Course	94
Children's Service Core Foundation	162
Early Years Introduction to Safeguarding Children	788
Early Years Safeguarding Lead Practitioner	143
Early Years Safeguarding Lead Practitioner Refresher	146
Early Years E-Safety	20
Early Years Safer Recruitment	38
Early Years Safeguarding Committees	32
Early Years Reflecting and Refreshing	0
Important Conversations Workshop	12
Mental Health Workshop	16
Writing a Good Policy Workshop	37
Talking to Children Workshop	5
Welcome to Safer Workshop	6

Number Trained in Courses	2543
Numbers Attended Workshops	76
Total Trained	2619

Free workshops are offered to members as one of their membership benefits. These workshops focus on topics connected to safeguarding. Workshops offered included Writing a Good Safeguarding Policy, Having Important Conversations and Talking to Children. We were also able to have a Mental Health workshop delivered by Ormiston Families for the first time with 16 delegates attending. One of the comments from a delegate on the workshop was "I found this workshop very useful and informative". 63% rated this workshop as good, and 38% rated it as excellent.

There are already plans for further workshops being provided in partnership with other organisations we work with. Feedback from the Safer Survey has also highlighted some areas of interest for future workshop topics. 19 out of 62 responses, 30% said they would be interesting in attending a 'domestic abuse and its impact on children' workshop. Safer is planning to offer this as a new workshop topic next year once the content has been created.

Safer Membership Fees and Course Costs

A significant change which occurred in September 2022 was a change to the yearly Safer Programme Membership Fee. This change was done in consultation with the Steering Group to ensure that membership pricing would remain affordable for smaller groups and organisations.

There are now three different membership price bands:

- For Organisations with an annual income of under £250,000 membership costs £30 a year.
- For Organisations with an annual income of £250,000-£500,000 membership costs £40 a year.
- For Organisations with an annual income of more than £500,000 a year membership costs £50 a year.

Training Course Costs

The information below sets out the current charges for training.

Introduction to Safeguarding Children & Introduction to E-Safety

Voluntary & Community Groups, small charities.

£12.50 per head, minimum charge **£185.00 per session**

Small nurseries run as charities, small charities (under £100k income), youth clubs, small community groups.

'Profit' making charity, large charity or allocated training budget

Set fee **£350.00** (maximum 25 participants @ £14 per head) (£100k income and above)

Discretionary variance i.e. 2 groups back to back £300 per session

Government funded i.e. all councils, statutory services or profit making business

Set fee **£475** (maximum 25 participants @ £19 per head)

Nurseries run as a business, all private organisations.

Discretionary variance i.e. 2 small groups sessions back to back £425 per session

Responding and Recognising for District Councils & Reflecting and Refreshing

Set fee **£475** (maximum 25 participants @ £19 per head)

Discretionary variance i.e. 2 small groups sessions back to back £425 per session

Core Programme & Safer Recruitment

£50 per head, minimum charge of **£750 per session.**

Extra Training places after free places are used up:

Safer members £15 per head

Non-members £30 per head

Children's Services £30 per head

All Safer Programme Courses and Workshops can be booked on to using an online booking system on the following website <https://norfolkscp.org.uk/safer>

Safeguarding Policies

The checking of Safeguarding Policies and Procedures has continued to be an important service offered to members. A total of 71 safeguarding policies were reviewed by the Safer Programme Co-ordinator between 1st April 2022 and 31st of March 2023. This compares to 60 during the previous year 2021-22, so an increase of 18%.

This continues to be an expanding area and is a service truly valued by Safer Members. Here is some feedback from our members on the policy checking service:

- We really appreciate having such great support from NSCP to help us gain the gold standard of safeguarding standards (Nelson's Journey).
- Thank you so much for your help & support Gemma. It is much appreciated. (You Me Moments).
- I feel much more confident and thank you for your help and assistance (Bushcrafters).

A member will receive their initial policy feedback within 2-3 weeks of submitting their policy and will be provided a timescale for feedback upon a submission. Detailed feedback is given in writing, highlighting where any changes need to be made. Members often resubmit their policy for additional feedback once they have actioned any changes. Extra support is provided over the telephone or via a Teams meeting if a member is struggling with anything in their policy. Two members have had a Teams Meeting since the appointment of the new Safer Co-ordinator.

Thirteen organisations achieved Safer certification this year, which has stayed the same as the previous year. It is hard to know why this number remains so low. Safer Certification does involve an organisation submitting several additional policies and documentation for review, which can be a lengthy administration task to undertake especially if these are sent back to the organisation with additional changes to make based on feedback from Safer. It also appears that there still seems to be a lack of knowledge on what Safer Certification involves and that members can apply for it.

Action-Increasing the number of members who achieve Safer Certification is something the Safer Co-ordinator is keen to address and will be a target for the forthcoming year. Part of this will involve updating the Safer resource pack which includes policy templates, which is lengthy process, but this has already been started.

Communication with Members

Safer currently has four main ways of communicating with Members which is a monthly newsletter, a Facebook Group, the Safer Page on the Norfolk Safeguarding Children Partnership Website, and an Annual Survey. Safer is focused on continuing to improve its communication with members with this still being a priority for the year 2023-2024, in line with the Business Plan. Safer is going to explore new ways and opportunities to communicate with our members during the next year.

Newsletter

The Safer newsletter is sent out to all members at the start of each month. 56 out of 61 respondents stated in the annual survey that they had read the newsletter, which represents 91%. Some of the comments received in the annual survey include that the newsletter is helpful and informative. The newsletter allows members to receive the latest updates from the Safer Programme, the Norfolk Safeguarding Partnership and UK wide developments, and changes in safeguarding. The newsletter is also a way we promote free training opportunities and services offered by partners we work with including Momentum. The newsletter is currently in a PDF format; however, this is going to be reviewed during the next year to see how it can be made more user friendly.

Facebook Group

A Facebook group was set-up in November 2021 which is moderated by the Safer Co-ordinator. The group was originally for Safer members and those with an interest in Safer. However, as having access to the group is promoted as a benefit of being a Safer member, from December 2022 new members requesting access to the group must be current Safer Members. As of 31st March 2023, we had 357 members in the Facebook Group, this is an increase of 100 new members in this period. But there is no current way to check how many people within the group are not Safer Members. Members now need to answer three questions to be allowed access to the group and all posts must be approved by the Safer Co-ordinator before they appear in the group.

A variety of different things are shared in the group to encourage engagement, with at least 4 posts a week. Content posted in the group includes updates to national legislation, posts on local and national organisations who offer safeguarding support, spaces on upcoming Safer Courses and Workshops, free training opportunities and events from our partners and updates from the wider Norfolk Safeguarding Children Partnership. Despite having 357 members in the Group, engagement and reach on posts are low, so this is an area which requires further development, during the next year.

Website

The Safer Programme sits on the Norfolk Safeguarding Children Partnership Website. Feedback has been provided previously from Trainers, Partners, and Members that

the Safer pages of the website are not user friendly or easy to navigate. This is already planned to be addressed during the next year with a rebrand of Safer, which will also cover the website.

Annual Survey

The 2023 annual survey ran for 6 weeks between Monday 30th of January 2023 and Friday 10th of March 2023. The time was extended from 4 weeks to 6 weeks to try and get additional responses. The survey was conducted through Microsoft Forms and Safer members were invited to respond through an email sent to their organisation and regular reminders in the Safer newsletter and on the Safer Facebook page.

Some questions have been repeated from the previous year to monitor quality and some additional questions were added to this year's survey, based on discussion with the Steering Group and Safer Trainers.

There were 62 responses this year, roughly 10% of members. This was in comparison to the 114 responses received in the previous year. The overall feedback from the Survey is very positive and the average rating on all repeated questions has improved. Nevertheless, it is still disappointing to see so few responses from our members this year.

Members were asked from a list which aspects of Safer they had accessed in the past year. The results show that members are engaging with Safer in several different ways:

- 95% (58) of those who responded had accessed some form of training (online, bespoke or face to face)
- 91% (56) of those who responded read our newsletter
- 44% (27) had joined the Facebook Group
- 34% (21) of those who have responded had contacted Safer for advice.
- 10% (6) have attended a workshop

Moving forward for the next year the aim is to offer a wider range of workshops, and to offer some in the evenings to make them more accessible to a wider audience. It has also been raised if workshops can be recorded, so again this is something to be explored, and consideration given to where these files could be stored so that they are accessible for members. Childminders have approached the Safer Co-ordinator this year highlighting that workshop accessibility, is one of the problems they face with these tending to be in the daytime.

Members were asked how satisfied they are with the current level of communication that they currently receive from Safer. The average rating for this year was 8.90 out of 10, compared to 8.69 out of 10 which is a slight improvement in the level of satisfaction. Some of the positive comments received about our communication with members include: providing reassurance, being responsive, offering clear, relevant, and regular updates, along with excellent policy guidance and advice. One of the

comments received was that we only communicate via email. When the new newsletter template is created, a link to the Facebook Group will be included on there to increase awareness that this is another way we regularly communicate with members.

Members were asked how satisfied they are with the range of training currently offered by Safer. The average rating for this year was 8.51 out of 10 which is a slight improvement, compared to 8.27 previously.

Some of the positive comments received about the training provided include:

- I have used the training which has been fantastic. Such a valuable resource
- Courses cover everything we need
- It is really appreciated that the courses address wider issues that might be difficult for some people e.g., Having Difficult Conversations
- We always find the training very good and helpful with our questions

Safer works hard to keep the course programme relevant and updated and it is great to see this reflected in the feedback received above. Courses are regularly reviewed, and when changes come in at a local or national level changes are made to the course delivery. The Safer Co-ordinator has regular communication with the Trainers about the courses so suggestions and feedback can be acted upon in collaboration with all those involved all course delivery.

As already mentioned, one of the comments made in the survey was about the difficulty of courses and workshops being run during the weekday, this is particularly true for childminders. We do already offer courses on Saturdays and evening sessions. We are exploring the option to deliver some workshops at more flexible times, including evenings. An additional comment was regarding the Designated Safeguarding Person Course, not going into enough detail for those performing this role. This point will be investigated when the course is reviewed, as it does come up in feedback on another question in the survey as well.

People rated the quality of Safer training as being 8.43 out of 10, compared to 8.29 out of 10 the previous year. It is positive to see this score has improved, as we strive to continuously improve the quality of our training. All delegates are asked to complete feedback forms after all training sessions so this question can also be viewed alongside those. This is helpful as the people completing the survey are not always the same people completing the training.

Positive comments received include:

- Reliable and up to date training for everyone.
- Experienced and knowledgeable trainers.
- Always delivered by knowledgeable and experienced people who give you confidence in what you are learning.
- Training is of a high standard.

It is satisfying to see this positive feedback, as 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, which has involved following up on feedback received from delegates to explore the issues raised.

Feedback was given around the quality of the content in the Designated Safeguarding Person compared to some of our other courses. A comment was made regarding more in-depth information being needed, so this will certainly be reviewed when the course has its next review in September 2023. In addition, it was highlighted that the Introduction Course which is repeated every 3 years can be repetitive and would benefit from a refresh. This course was last updated in July 2022, so will be reviewed again in July 2023.

A further repeated question asked was regarding how much Safer membership has benefitted your organisation. This year it has been rated 8.46 out of 10, compared to 8.26 out of 10, which again is a slight improvement. Positive comments here included:

- We now have policies and procedures in place that are needed. We can show funders, other agencies, and clients that we are committed to keeping everyone safe. It makes you think about the way you work.
- Reassurance, confidence, being part of a community.
- Re looking and re writing our policy with the Safer team has given us great confidence in how we keep our children safe.
- I just wouldn't have felt as confident working with children as I do without the support and services from Norfolk Safer.

From engagement with members with the newly appointed Safer Co-ordinator it is apparent that some of those who are members are not fully aware of all the member benefits and as such are not utilising them. Again, this could also be why so few members apply for Safer Certification.

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 focused on our communication with members, this included:

- Prompt answers to email enquires
- Keeping us updated
- I like the newsletter and Facebook page because I find them manageable to read

Positive comments were also provided on our training delivery:

- Good range of courses
- The training is fantastic
- The training is valuable'

With regards to what we could do better, the following suggestions were made regarding whether the format of the newsletter could be changed, including making

the essential information and updates easier to identify within it. This is something that is in the progress of being reviewed to see what other formats and designs can be used. Another suggestion was in term of whether members could be told of updates and changes they need to make to policies as required. This is something which certainly can be explored and perhaps a safeguarding policy section could be added to the newsletter.

A question was asked on what additional subjects or topics members would like to see delivered in the future. Three of these suggestions were for Prevent Training, at present Safer is unable to deliver this, due to not having a Trainer trained by the Home Office to facilitate this training. Further suggestions included Warner Interviews. This is something that is currently being explored, to connect to our current Safer Recruitment Course. In addition, another topic mentioned was mental health (a workshop has recently been delivered on this and is planned to run again). There were also suggestions on a workshop from MASH, CADS and LADO, which will be looked into moving forward, especially when the Threshold Guide is replaced with the Continuum of Needs. There was also a request for case studies looking into what happens when safeguarding concerns are reported to CADS and LADO, so this is something which can be built into our training courses as well as potential workshop topic. As already mentioned, domestic abuse has proved a popular topic, and a workshop is already in development. There was also a suggestion for a basic safeguarding course which covers both child and adult safeguarding. Safer does already have a course called Recognising and Responding, designed for District Councils. Moving forward it will be worth considering if there is a wider market for this course.

The newly appointed Safer Co-ordinator has been exploring ways to get new members in consultation with the steering group and trainers. One idea was to consider an incentive scheme for exiting members, so this was asked on the survey to get current member feedback. The following question was included: If Safer piloted an Incentive Scheme for referring one new Member where you would both get a benefit would you do this? The responses were as follows 18% yes, 61% maybe and 21% no. Based on the feedback to this question, we are not going to trial an incentive scheme at this time.

An additional new question added this year based on steering group feedback was 'Do you feel your Safer Membership has increased your confidence to make a safeguarding referral?' Feedback was as follows: 68% said yes, 31% said to some extent and 2% said no. As only 68% said yes to this question, some further work is required in this area to help build confidence around making referrals. Some of the comments made alongside this question where not knowing what to expect if you made a referral, as well as not having made a referral before. It could be a workshop from CADS would help this issue.

Feedback from the annual survey has been helpful in identifying development points for the Safer Programme over the next year to continue to build on what we do and offer to members.

Course Evaluation Forms

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 2022 and 31st March 2023, 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 our three most popular courses and those which have had the most evaluations completed. These are: Introduction to Safeguarding Children, Core Programme and Introduction to Safeguarding Children for Early Years.

Feedback from Introduction to Safeguarding Children

231 delegates have provided the following feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	210 (91%)	20 (9%)	1 (less than 1%)	0
Trainer's presentation and delivery style	181 (78%)	44 (19%)	6 (3%)	0
The extent to which course objectives were met	189 (82%)	40 (17%)	2 (less than 1%)	0
Quality of course materials and handouts	152 (66%)	72 (31%)	7 (3%)	0

The 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.

Feedback from Introduction to Safeguarding Children for Early Years

390 delegates have provided feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	353 (91%)	37 (9%)	0	0
Trainer's presentation and delivery style	313 (81%)	74 (19%)	3 (less than 1%)	0
The extent to which course objectives were met	323 (83%)	56 (14%)	11 (3%)	0
Quality of course materials and handouts	252 (67%)	120 (31%)	8 (2%)	0

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

Both these Introduction courses last were updated in March 2022 and this is reflected in the high percentage of positive feedback that has been received on both courses.

Feedback from Core Programme

84 delegates have provided feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	71 (85%)	12 (14%)	1 (1%)	0
Trainer's presentation and delivery style	55 (65%)	24 (29%)	5 (6%)	0
The extent to which course objectives were met	53 (75%)	20 (24%)	1 (1%)	0
Quality of course materials and handouts	55 (65%)	24 (29%)	4 (5%)	1 (1%)

The 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%.

This course was last reviewed in September 2022. Regarding the quality of course materials and handouts, this is already planned to be updated in the next year. In terms of trainer's presentation and delivery style, we have several trainers, who all have different background and will in turn deliver courses slightly differently, but they all deliver the same course content. This course will be reviewed in the next year.

Feedback forms are monitored by the Safer Co-ordinator and are shared with the Trainers. 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 being a Safer Member or working with us as one of our Partners.



Momentum (part of Voluntary Norfolk) is an infrastructure team supporting voluntary sector organisations that work with children and young people. We are proud to work closely with Safer, as we have shared values around ensuring that groups, clubs and organisations of all sizes can access good quality safeguarding training and support. Safer works collaboratively through a steering group which we are part of, and our ideas and suggestions are always listened to. We always recommend Safer membership to the groups we work with, as we know that the Safer team understand the needs of voluntary sector organisations and will be able to offer them the right advice. Without Safer, it would be so much harder for the organisations we support to keep their safeguarding knowledge up to date or to be confident that their safeguarding policies and procedures are fit for purpose.

Aimee Gedge, Momentum Service Manager, Momentum



We have been members of SAFER since 2019. We have been very reassured by the support and training received by our setting. Their website is full of information. Recently, we needed to contact them regarding a query about the wording in our safeguarding policy. My e-mail was responded to quickly and effectively and my question was answered fully. We have been very satisfied with our membership. A true and powerful service. Our congratulations.

Donna and Iñigo Visiers, Childminders, Casa Visiers



The Big Norfolk Holiday Fun Programme has recently been working closely with the Safer Programme Team which has had a very positive impact on the Programme. Most recently, all providers must have applied to be a Safer Programme Member, which means they are able to access all the fantastic resources the SPT have. We know as a result of this, the service we provide is safer for the children that engage in our Programme. Gemma and her team from the SPT have been fantastic to work with and have helped support our BNHF providers upskill their safeguarding, essential for growth and development. We hope to continue working close with the team and sustain this relationship to keep improving Safeguarding within the Sport and Physical Activity setting.

Hollie Shepherd, Holiday Activity Fund Co-ordinator, Active Norfolk

Active Norfolk work closely with the SPT and use the team to support our work considerably. We have developed the collaborative relationship well over the years but more recently have significantly improved our expectation of our partners safeguarding practise as a result of this programme. The SPT provide an essential scaffold to the safeguarding element of our partner's work. They are essential to us achieving our vision of embedded best practise across our networks ensuring that provision and opportunity are safe for the users, safeguarding is valued and everyone we work with recognises the role they should play. This year has seen a huge step forward towards achieving this based on the support that the SPT offer. We are keen to continue this way of working to further progress this essential area of our work. Thank you.

Jo Thompson, Development Officer – Education, Active Norfolk

“We continually promote the value of safeguarding to organisations working with children in the world of entertainment. Many of these are voluntary organisations are charities and cite financial pressures as a big concern for them. The Safer Programme provide real value for money in their membership packages. They are a trusted and affordable safeguarding training provider that we have no hesitation in recommending to organisations to help them develop their safeguarding knowledge, policies, and procedures to keep children safe.”

**Andrew Ridgway, Senior Child Employment & Entertainment Officer,
Norfolk County Council Children's Services**



Dance & Musical Theatre for Everyone

Ballet | Tap | Musical Theatre | Contemporary | Freestyle | Street | Commercial

Classes in Norwich & Upper Stoke

131 The Street, Rockland St Mary, Norwich NR14 7HL

01508 537009 | michala@michalajane.co.uk

We really value being a Safer Member, as it enables us to be well-informed, up-to-date and forward thinking with our policies and the way we look out and look after our students at the school. The training and resources offered by Safer is considered, pertinent and delivered in an open and easily understood manner.

We have recently updated our Child Safeguarding policy, and we are very thankful for the thoughtful, punctual, adaptable and knowledgeable way the assistance was given to us. This was totally commendable – thank you Gemma! Every business or community group offering services to children should be a Safer Member; because 1) this should be an expected standard in this area across the county (and indeed country), offering security and reassurance to children, parents / carers and group & business leaders alike and 2) ensuring children’s safety, well-being and, ultimately, happiness while learning, pushing themselves and building their confidence should be everyone’s number one priority.

Michala Jane Bott LIDTA, Principal, Michala Jane School of Dance



We commission the NSCP Safer Programme to deliver Safeguarding courses to the early years workforce as the Learning and Achievement Service (Early Years) for Norfolk County Council. This ensures that the Early Years Foundation Stage (EYFS) Statutory requirement for all staff to be trained in Child Safeguarding is covered.

Safer membership is encouraged by our team as it means that childminders and early years settings can access training courses and also get up to date information on policies and the writing of them. There is also a Facebook page which regularly gets posts highlighting courses to attend or recent campaigns for members to access. Safer members engage in dialogue on this page with appropriate questions to support their Safeguarding practice. Safer highlights surveys and events to their members such as the Early Years Conference for face to face opportunities.

The Safer Steering Group is where ideas and discussions are held around what each workforce needs. This involves representatives from sporting organisations, education, the voluntary sector and early years. Together, they ensure each sector has Safeguarding as a priority.

Safer also attend the Early Years Advisory Group where early years managers and childminders can voice their opinions on procedures and Safeguarding communications to share good practice. There is a Safeguarding newsletter that goes to early years settings and childminders once a month.

This partnership work makes sure that the needs of the workforce are being met and also that up to date information is shared with all, so that we are keeping children safe in Norfolk.

Gemma Lane, Early Years Intervention Officer, Learning and Achievement Service, Norfolk County Council

Partnership Working

Partnership working is essential to Safer. By working closely with other groups and organisations we 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. The group continues to meet every 8 weeks and has offered advice and guidance on topics such as course updates and developments, membership charges, annual survey results, networking opportunities and how to promote Safer to a wider audience. The input of steering group is invaluable to the continued growth of the Safer Programme

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. Safer has worked with Active Norfolk to identify groups which are not accessing Safer Member, and this has resulted in a significant positive development which will be in place for the next year.

The Safer Programme Co-ordinator has links with the Norfolk County Council Child Licensing Department, and we have plans to do a joint event in the future. Termly meetings are arranged between the Co-ordinator and the Senior Child Employment & Entertainment Officer.

Our partnership work with Norfolk County Council continues to be important and we are commissioned to deliver training for several different departments. The Foundation Course is a one-day course with the same content as the Core Programme. This is delivered to Norfolk County Council Children's Services employees. Norfolk County Council's Learning and Development Team are consulted over the content of this, and it continues to meet the needs of their delegates. Between 1st April 2022 and 31st March 2023 this course has been delivered to 162 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 Updating Safeguarding Practice. We delivered the Introduction Course to 17 delegates and the Updating Course to 94 delegates. The content of these courses has been devised in partnership with NCC Learning and Development Consultant.

We continue to work closely with Momentum, in terms of offering advice and guidance to organisations they support. As well as attending a Momentum Youth Work Network In-person Session. This was a great opportunity to make connections with existing safer members and those who were interested in becoming members. We will be continuing to attend these in person events next year.

The Safer Co-Ordinator also attends further networking opportunities. This includes the Voluntary Sector Forum quarterly meetings, The Sir Norman Lamb's Coalition for Young People meetings and the Norfolk Safeguarding Children Partnership Workforce Development Group.

The Safer Co-ordinator was involved in helping a Senior Adviser in the Education Quality Assurance, Intervention and Regulation Team at NCC to review a safeguarding policy template to be used for alternative educational provision.

Safer's relationship with Norfolk County Council Early Years is in a very strong position. Since 1st April 2021 all Parent and Toddler Groups can apply to the Early Years Team to have their Safer membership fully funded. This arrangement has now been renewed for the next financial year April 2023-March 2024. As of the 31st of March 2023 106, Parent and Toddler groups had joined Safer through this route which has almost doubled from the previous year of 54 groups. An update of the policy template issued to parent and toddler groups has also been carried out in partnership with the Safer Co-ordinator and the Early Years Improvement and Inclusion Officer.

The Safer Programme Co-ordinator continues to attend and contribute to the Norfolk Safeguarding Children Partnership Early Years Advisory Group, which promotes a collaborative approach to safeguarding training and support for early years settings.

The Safer Programme Co-ordinator continues to attend termly Senior Lead Practitioner Network meetings and contributes content to the agenda to support safeguarding lead practitioners. The Co-ordinator also contributes to the Early Years Safeguarding Newsletter.

The Safer Programme continues to deliver a bespoke training programme for Norfolk County Council Early Years Staff. This arrangement is now in its 12th year. The courses on offer are Introduction to Safeguarding Children for Early Years, Safeguarding Lead Practitioner, Early Years Recruitment, Early Years E-Safety, Safeguarding Lead Practitioner Refresher, Early Years Committees and Reflecting and Refreshing.

In the year 2022-23 Safer delivered training to 1167 Early Years delegates compared to 1502 the previous year. This is a 20% decrease. As already highlighted previously the Early Years Team are seeing increasing number of settings permanently closing, which in term is resulting in less demand for course places.

The breakdown of how many people attended each course can be seen in the section 'Current Position' on page 12.

Future Aspirations

The future goals for the Safer Programme are set out in the Safer Business Plan 2021-24 which can be viewed here [safer-business-plan-2021-24.pdf](#) (norfolklscp.org.uk). Below is a summary of what these goals are and what progress has been made towards them during this year.

The first goal in the business plan is based on the 'Growth of the Safer Programme'. As already highlighted earlier Safer has seen a 14% rise in membership within the financial year, with there being 635 groups as of the 31st of March 2023. However, a target on the delivery plan was there for there to be 750 members by January 2023, unfortunately we have not achieved this target within the specified timeframe.

Safer has plans to continue the growth of its Members and one way we will achieve this is through our partnership with Active Norfolk. A new requirement for The Big Norfolk Holiday Fun Providers for the Summer Holiday Scheme, is for all Providers to be Safer Members, so this will increase our membership. Our contract with NCC Early Years Parent and Toddler Groups has also been renewed so this will also result in more members joining Safer. We have a slide within all our Training Courses which promotes the benefits of Safer Membership. This has also been shared with the NCC Early Years Team and this slide shared at their Leaders and Managers briefings. We will continue to attend networking events to promote the Safer Brand and raise awareness of what we offer. A rebranding of Safer is currently being undertaken which will involve a new Logo along with another assets and marketing materials. This all has the aim to growth awareness of our brand and attract new members.

The second goal on the business plan is for Safer members to feel that their membership is worthwhile, their views are listened to, and they are supported. There is evidence that we are continuing to make progress towards this, which is backed up by the results in the annual survey. As it shows higher levels of satisfaction than the previous year, particularly around communication with members. Part of the planned rebranding for Safer will help us to improve our communication even further, with a new newsletter design, new marketing materials and an updated Safer section on the NSCP website. A bespoke evaluation form is now going to be used for each workshop, as opposed to a generic one. This will allow feedback on each workshop to be monitored and changes can be made if required.

As noted previously, the timing of free workshops is going to be reviewed so that some workshops can be offered in the evening to cater for a wider Safer audience including childminders. Increasing the number of members who achieve Safer Certification is something we are keen to address and will be one target for the forthcoming year. It is a great benefit for Safer Members to have this, but it is not being utilised as part of membership. This will also involve updating the Safer

resource pack which includes policy templates, which is lengthy process, but this has already been started.

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. To ensure our courses, remain updated and current, each course is reviewed at least annually, or when local or national updates to safeguarding occur. When reviewing courses, we consider feedback from delegates and trainers, the steering group, as well as any changes to policy and procedures or legislation. All courses will contain a range of interactive elements and a learning outcome around increasing delegates' confidence.

As already highlighted above, we will act on suggestions of new ideas for workshops and courses to cater for what are members are interested in and where they will they need further knowledge. Plans for the coming year based on member feedback already include offering a domestic abuse workshop and a course on Warner Interviews.

As discussed in the report there are two of our courses which are repeatedly attracting low number and have led to cancellations. The Safer Co-ordinator will be reviewing the Reflecting and Refreshing Course as a priority in partnership with the Trainers and Steering Group, to see how we can generate more bookings. In addition, both E-Safety Courses will be updated to incorporate some new content and learning acquired from Online Safety Live Roadshow provided the UK Safer Internet Centre. The Safer Co-ordinator will also be working with the early years team to ensure the course update meets their needs of their delegates.

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.

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. The Safer Co-ordinator sends regular emails to the Trainer team to cascade updated guidance and developments at both a local and national level. The Trainer team and Safer Co-ordinator also have team meetings. In addition, as mentioned above all courses are reviewed on annual basis. During course updates, key elements are changed including case studies, quizzes, and images. Courses are also updated when changes to safeguarding practices and procedures occur. The Safer Co-ordinator also carries out yearly observations on the trainers to monitor quality and course delivery. The Trainers also engage in peer observations to enhance their own practice and learn from each other. As discussed earlier The Introduction to Safeguarding Children and Young People in Sport course is currently not running, due to there being no demand. The Safer Co-ordinator will be working with Active Norfolk in 2023-2024 to address this issue and review the course to see how we can move forward with it.

Finances

The following table shows Safer's financial position for the year ending 31st March 2023. Overall, a profit of £5,756 was made. It is disappointing that this is less profit than the previous year. However, we delivered 49 less courses this financial year than the previous one. Safer is noticing that courses are often not getting fully booked like they once were, which would indicate a lack of demand. Moving forward next year we will need to review how many courses we are offering to ensure we get full courses and not have to cancel courses due to low numbers.

Balances for year ending 31st March 2023

Income

Annual Subscriptions	19,980	
Training	88,996	
	<u>108,976</u>	<u>108,976</u>

Expenditure

Co-ordinator/Project Manager Salary	36,056	
Admin Salary	29,800	
Mileage	41	
Trainers & Training Mileage	36,468	
Venues/Room Hire & Refreshments	327	
Stationery/New Pack Printing	0	
Office Expenses (Phones, Insurance, Online Booking System)	528	
	<u>103,220</u>	<u>103,220</u>

C/fwd
Balance 5,756

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
2022/23	197	120,736	103,220	5,756
			Total committed to NSCP to date	£264,516

Conclusion

I hope this Report has provided you with a deeper insight into the wide remit that Safer has to play in supporting members in safeguarding children and young people. Safer continues to grow its membership base and we are passionate to spread further awareness of our service to all those working with children in Norfolk. Being new in role, it has been wonderful to hear from Safer Members and our Partners on how beneficially the Safer Programme is to them. I look forward to meeting many more of you in the coming year and working with you to keep children and young people safer in Norfolk.

If you have any feedback on this report or have any outstanding questions, please contact me

gemma.hampton@norfolk.gov.uk

Gemma Hampton

Safer Programme Co-ordinator

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.