



Norfolk Safeguarding
Children Partnership

NSCP Safer Programme



Safer

Norfolk Safeguarding
Children Partnership

Annual Report

1st April 2024– 31st March 2025

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Introduction

Welcome to the 2024-25 Annual Report for the Safer programme. This is my third report, since becoming Safer Programme Co-ordinator (SPC) in December 2022. It has certainly been a very busy year with the Safer Programme, with lots of new developments and growth. Due to the increasing growth of the Programme and the rise in membership, the SPC is now in a full-time post to effectively deliver all the aspects of the role. I look forward to sharing all this with you within this report. I am passionate about keeping children and young people safer in Norfolk and my priorities for 2025-2026 are to continue to work towards the Safer Programme Business Plan to achieve the targets within this. I would like to express my thanks to Vanessa Marriot one of our Trainers, who retired in summer 2024, who had been an incredible asset to the training team. I hope you are enjoying your well-deserved retirement.

Gemma Hampton

Safer Programme Co-ordinator

Safer Endorsement by Norfolk Safeguarding Children Partnership (NSCP)

It has been great to witness the continued growth of the Safer Programme over the last year, and we remain extremely fortunate in Norfolk to have such a valuable resource to offer our colleagues in the voluntary and community sector.

This annual report clearly shows the value that members place on the services provided by Safer, not only training but also the support given to members with queries or policy reviews for example.

As the programme continues to grow and develop in its offer some changes have been necessary, such as the role of the co-ordinator becoming full time. We are confident that ongoing adaptations will support continued growth into 2025-26.

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. Safer communicates regularly with its members through a variety of methods. The Safer Programme is also promoted via the NSCP website www.norfolkscp.org.uk

Staffing

The programme currently has a full time Co-ordinator, five sessional trainers and the equivalent of one full time Business Support Officer.

The Safer Team are as follows:

- Gemma Hampton-Safer Programme Co-ordinator (SPC)
- Helen Stubbs-NSCP and Safer Programme Business Support Executive Lead
- Diane Cook-Business Support Officer
- Jim Blake-Safer Trainer
- Helen French-Safer Trainer
- Tina Garwood-Safer Trainer
- Jill Matthews-Safer Trainer
- Yvonne Tyree-Safer Trainer

The Safer Team profiles, including Trainer testimonials can be found in Appendix 1.

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 regular meetings both online and face to face. Safer trainers also receive the Safer newsletter and are welcome to join the Safer Facebook Group and follow the LinkedIn Page. A Safer trainer sits on the Steering Group and the trainer team are encouraged to give their input into course rewrites and reviews. The trainers are audited annually by the Safer Co-ordinator, and they also conduct yearly peer observations.

Current Position

Membership Overview (as of 31st March 2025)

Safer had 809 member organisations, with 85 new members joining during 2024–2025.

Despite ongoing financial pressures facing many groups and organisations, it is encouraging that membership growth continues. However, 87 members (10.8%) cancelled their membership this year, up from 70 cancellations the previous year. Of these, 12 were Parent and Toddler Groups that are no longer operating. One of Safer's 2024-2027 business plan targets is to reduce annual membership loss to 5–7%, so this remains an area to address.

All cancellations are reviewed by the Safer Programme Coordinator (SPC), who contacts the organisation directly to understand the reason and explore whether retention was possible. Most reasons cited, however, are beyond our control. The primary causes of cancellation include:

- Closure of early years settings due to financial strain
- Unsustainable Parent and Toddler Groups
- Community groups closing from lack of funding
- Changes in service provision, no longer involving children
- Compliance with National Governing Body safeguarding protocols, reducing the need for Safer's services
- Organisations ceasing to operate in Norfolk

Retaining and Supporting Members

Safer is committed to retaining members and continuously reviews the benefits offered. A key 2024–2027 business plan goal is to ensure membership is seen as worthwhile. One major new benefit was the first-ever Safer Conference in July 2024, to be discussed later in this report.

Training and Course Delivery

Over the past year, Safer delivered the following courses:

- Introduction to Safeguarding Children
- Designated Safeguarding Person
- Core Programme
- Safer Recruitment

- Introduction to Online Safety

The Introduction to Safeguarding Children, Core Programme, and Designated Safeguarding Person courses remain the most popular, with the highest delegate numbers. Detailed feedback on these courses will be reviewed later in the report.

Early Years Training Contract

Safer continues to provide bespoke safeguarding training on behalf of Norfolk County Council's Early Years Team, supporting staff and volunteers working across a range of Early Years settings. This long-standing partnership is now in its 14th year.

The following courses are currently delivered as part of this programme:

- Introduction to Safeguarding Children – Early Years
- Safeguarding Lead Practitioner & Refresher
- Introduction to Online Safety – Early Years
- Early Years Safer Recruitment
- Safeguarding for Early Years Committees
- Domestic Abuse in the Early Years

In 2024–2025, Safer delivered training to 1,582 Early Years delegates — an increase of approximately 27% from 1,245 in the previous year. This growth reflects both an expansion in the number of available course places (as outlined below) and the introduction of the new Domestic Abuse in the Early Years course.

Additional Training

We also offer *Recognising and Responding*, an introductory course covering both child safeguarding and safeguarding adults at risk. It is frequently delivered to District Councils and available as a bespoke session for organisations working with both groups.

Training Delivery Summary (1st April 2024 – 31st March 2025)

This year, Safer trained 2,798 delegates across its courses, with an additional 153 attending free workshops — a 6.1% increase from last year's 2,637 delegates.

A total of 174 tutor-led courses were delivered: 140 online and 34 face-to-face. This is 11 fewer courses than the previous year (185), representing a 6% decrease. The reduction in course delivery is largely due to the cancellation of 12 sessions, often caused by low bookings.

In response to demand and to improve efficiency, Safer increased the capacity of online courses from 20 to 25 delegates in May 2024. This allowed more participants

per session, reduced the need for additional courses, and helped meet demand shown by waiting lists.

Despite delivering fewer courses, Safer achieved a total profit of £22,633, up by £11,233 (98.5%) compared to the previous year — largely due to increased course capacity and improved cost-effectiveness.

The breakdown of the courses and workshops that the 2951 individual delegates have attended in 2024-2025 are as follows:

2024-25 Number trained

Name of Course / Workshop	Number of Delegates Trained
Safer Intro	661
DSP	134
Safeguarding Refresher	6
Online Safety	150
Safer Recruitment	68
Core	134
Recognising & Responding DC	42
Recognising & Responding Other	12
Trustees	9
EY Intro	929
EY SLP	197
EY SLP Refresher	265
EY Online Safety	47
EY Safer Recruitment	56
EY Safeguarding Committees	35
EY Domestic Abuse	53
Important Conversations Workshop	14
Writing a Good Policy Workshop	13
Gamcare-Gambling Harm Prevention (delivered in partnership with Momentum, so they also had their own delegates attend)	4
Talking to Children who may have been harmed	36

Safeguarding Young Volunteers	12
Overview of Prevent	28
YGAM Workshop-Safeguarding Children Against Gaming and Gambling Harms	46
Numbers Trained in Courses	2798
Numbers Attended in Workshops	153
Total Number of Individuals Trained	2951

Free Workshops Overview

Free safeguarding workshops continue to be a valued membership benefit. In 2024–2025, 153 delegates attended—a 16.8% increase from last year—meeting the 6.25% participation target. The long-term goal remains 10% by 2027. Workshops are promoted via social media, newsletters, and targeted emails, with all sessions meeting the minimum attendance goal of 10 members.

Workshops are delivered by Safer and external partners, enhancing content and collaboration. Notable contributors this year included YGAM, GamCare, and Norfolk County Council’s Prevent Coordinator.

Highlights:

- YGAM – Safeguarding Against Gaming & Gambling Harms
 - Record attendance: 46 delegates
 - 100% felt confident in identifying harm, signposting, and discussing issues (up to 83% improvement)
 - Strong feedback: *"Eye-opening and relevant," "Excellent delivery"*
 - Will run again in 2025, with additional YGAM resources added to the NSCP website
- Prevent Duty Workshop
 - 92% rated the tutor’s knowledge as excellent
 - 100% rated the workshop good or excellent
 - Positive feedback: *"Very informative," "Learnt a lot"*
 - To remain an annual session

Looking Ahead:

While only 2% of survey respondents reported attending a workshop (likely due to the low 9.6% survey response rate), interest remains strong for future sessions:

- 17% would attend Important Conversations
- 15% for Talking to Children Who May Have Been Harmed
- 11% for Prevent

These insights will shape the 2025–2026 workshop offer, with new partner collaborations planned to further enhance member value.

Safer Membership Fees and Course Costs

Following consultation with the Steering Group in September 2024, Safer increased annual membership fees by £5 to boost revenue and support financial sustainability. This contributed to the organisation's profit this year.

Membership Costs

There are three different membership price bands:

- For Organisations with an annual income of under £250,000 membership costs £35 a year.
- For Organisations with an annual income of £250,000-£500,000 membership costs £45 a year.
- For Organisations with an annual income of more than £500,000 a year membership costs £55 a year.

Training Course Costs

<u>Introduction to Safeguarding Children & Introduction to Online Safety</u>	<u>Core Programme & Safer Recruitment</u>	<u>Responding and Recognising for District Councils</u>
<p>1. Voluntary & Community Groups, small charities</p> <p>£15.00 per head, minimum charge £210.00 per session</p> <p>Small nurseries run as charities, small charities (under £100k income), youth clubs, small community groups.</p> <p>2. 'Profit' making charity, large charity or allocated training budget</p> <p>Set fee £425.00 (maximum 25 participants @ £17 per head)</p> <p>For example - The Garage, YMCA, Action for Children, larger charities (£100k income and above)</p>	<p>£60 per head, minimum charge of £900 per session.</p> <p>Extra Training places after free places are used up:</p> <p>Safer members £20 per head</p> <p>Non-members £40 per head</p> <p>Children's Services £40 per head</p>	<p>Set fee £550 (maximum 25 participants @ £22 per head).</p> <p>Discretionary variance i.e. 2 small groups sessions back-to-back £500 per session</p>

Discretionary variance i.e. 2 groups back-to-back £400 per session 3. Government funded i.e. all councils, statutory services or profit-making business. Set fee £550 (maximum 25 participants @ £22 per head) Nurseries run as a business, all private organisations. Discretionary variance i.e. 2 small groups sessions back-to-back £500 per session		
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Safeguarding Policies

The review of safeguarding policies and procedures remains a vital service offered to members, with demand continuing to grow significantly. Between 1st April 2024 and 31st March 2025, the Safer Programme Coordinator (SPC) reviewed a total of 170 safeguarding policies—an increase of 73 compared to the 97 reviewed in 2022–23. This represents a rise of approximately 75.3%.

Feedback on the policy review process was collected through the Annual Survey. When asked, *"If you have submitted a safeguarding policy for review, how did you find the process?"*, 40% of respondents rated it as *excellent*, 8% as *good*, and 53% selected *not applicable* (indicating they had not yet submitted a policy for review).

Policy checking was also highlighted positively in responses to the question, *"What do you feel the Safer Programme is doing well?"* Comments included:

- Excellent with supporting policies, encouraging action and protection and professionalism in a really encouraging and friendly way.
- Making sure policies are correct.
- We have loved the support and help we received whilst updating quite a few of our policies.
- Policy review and advice/guidance.
- Extremely good template policies.

Due to the increasing volume of requests, all submitted policies are now reviewed within a one-month timeframe. Detailed feedback is provided by email, identifying areas where updates or improvements are needed. Members are encouraged to resubmit their revised policy for further review. Where additional support is required, follow-up assistance is available via telephone, online Teams meetings, or in-person consultations.

One of the Business Plan targets is to increase the number of members submitting their safeguarding policies for review each year. While 53% of survey respondents indicated they had not submitted a policy—likely due in part to the limited response rate—the actual data tells a more promising story. This year, 170 out of 809 members (approximately 21%) submitted a policy for review. This means the 2027 target—20% of members submitting a policy annually—has already been met.

Achieving this target has been the result of sustained efforts by the SPC, including:

- Annual updates to safeguarding policy templates.
- Timely revisions in response to local and national policy changes.
- Creation of new templates and guidance based on member requests, such as procedures for home visits, safe practices for under-18s, and parental codes of conduct.
- Ongoing promotion of the policy review service via social media and monthly newsletters.

Looking ahead, the key goal for the next year will be to maintain this strong submission rate and ensure members continue to take full advantage of this valuable service.

The Safer Certificate

This year, 23 organisations have successfully achieved Safer Certification—an increase of 27.8% compared to the 18 who achieved it the previous year. Of these, 11 were renewals from members who had previously achieved certification, while 12 were first-time applicants. However, 7 organisations that had achieved the certification in the previous year did not apply for renewal, highlighting the need for further engagement in this area. Once obtained, the renewal process is significantly simpler and quicker than the initial application. Encouraging timely renewals will be a key focus moving forward.

The SPC has continued to actively promote the certification scheme. Achieving organisations are recognised via social media, and a dedicated section in the monthly newsletter highlights Safer Certification updates. These efforts have directly resulted in new enquiries and applications from organisations not previously involved. To assist members, policy templates are available for all required documentation, making the application process more accessible and less time-consuming.

A key target in the Business Plan is to increase the number of members both achieving and renewing Safer Certification each year. Progress is already being made, with this year's growth in certified members. To further support this goal, a

renewal reminder system will be introduced, with email notifications sent one month before a certificate is due to expire. The SPC will also continue to promote the scheme through social media, the newsletter, and other communication channels to maintain momentum and engagement.

Communication and Feedback from Members

Safer has six main ways of communicating with and seeking member feedback:

1. Monthly Newsletter
2. Facebook Group
3. Safer Webpage on the Norfolk Safeguarding Children Partnership Website
4. LinkedIn Safer Page
5. Annual Survey
6. Course Evaluation Forms

Safer is focused on further improving its communication with members with this still being a priority for the year 2025-2026, in line with the Business Plan. Safer is going to explore whether there are additional opportunities to communicate with our members during the next year.

Newsletter

The Safer newsletter is sent out to all members once a month. 67 out of 78 respondents stated in the annual survey that they had read the newsletter, which represents 85.9%.

The newsletter is our main form of communication with all groups and organisations who are members. The newsletter allows members to receive the latest updates from the Safer Programme, the Norfolk Safeguarding Partnership, UK wide developments, and changes in safeguarding. The newsletter is also a way we promote free training opportunities and services offered by the partners we work with. The newsletter has the following sections:

- Safer Certificate
- Safer Courses
- Free Member Workshops
- NSCP Courses
- Latest News
- Norfolk News
- Other Training Opportunities

A new question was added to the annual survey this year, to reflect all the design changes and rebranding that had been done the previous year on the newsletter: *How satisfied are you with the current Safer Programme newsletter?* This was rated 8.92 out of 10.

Some of the feedback from the annual survey on the newsletter:

- The newsletter is great and always informative and up to date
- newsletter we receive is up to date and interesting
- newsletters are helpful and informative.
- very informative and current with regards to all legislation and safeguarding updates

From the feedback and data provided, it appears that the newsletter is a successful form of communication with members. This is also reaffirmed with the additional question in the Annual Survey: 'How satisfied are you with the level of communication that you currently receive from Safer', this was rated 9.29 out of 10, a slight increase from last year when it was 9 out of 10. This is very positive, as it also supports the business plan action of continuing to improve communication with members.

Facebook Group

Established in November 2021 and moderated by the Safer Programme Coordinator (SPC), the Safer Facebook Group became members-only in December 2022 to reinforce its status as a member benefit.

As of 31 March 2025, the group had 445 members—an 11.25% increase over the year. However, verifying members' ongoing eligibility remains a challenge. To improve this, all new join requests must now answer screening questions, and all posts require SPC approval.

While the closed group offers a secure space for safeguarding discussions, it limits the ability to share content externally—highlighted in the Annual Survey, where 55% of respondents favoured switching to a public Facebook page.

Despite regular posts (at least four per week) covering legislation updates, training opportunities, and partner news, overall engagement remains low. The SPC is now working with the Norfolk County Council Marketing Team to explore ways to improve reach and determine the group's future format—an ongoing focus for 2025–2026.

Website

The Safer Programme is hosted on the Norfolk Safeguarding Children Partnership (NSCP) website. In September 2023, the website underwent a full content review and update as part of a rebranding exercise. The site can be accessed at: [Safer Programme page | Norfolk Safeguarding Children Partnership | PWWC](#)

The website serves as a key resource for members, offering:

- Access to safeguarding training bookings
- A members-only area with downloadable safeguarding policy templates
- Additional safeguarding resources and guidance

LinkedIn Page

A dedicated Safer LinkedIn page was launched in December 2023 to enhance visibility and engagement in a more professional setting. Open to all users, the page helps promote Safer's work and offerings while reaching a new audience of professionals and organisations. It also provides opportunities for networking and collaboration. As of 31st March 2025, the LinkedIn page had 187 followers—an

increase of 105 this year compared to 82 in the previous period, reflecting a growth of 28%.

The platform has proven particularly effective in generating engagement, with content reach and interaction levels notably higher than those seen on other platforms, as confirmed by LinkedIn's analytics. The SPC will continue efforts to grow the page and maximise its potential as a professional communication channel. Follow the page here: [Safer LinkedIn](#)

Annual Member Survey – Key Findings

The 2025 Annual Survey ran from 4–30 April and received 78 responses (9.6% of 809 members), a slight increase from last year. Feedback remains overwhelmingly positive, though the low response rate continues to limit insight.

Key Highlights:

- High Satisfaction
 - *Value for Money:* 8.96/10
 - *Communication:* 9.29/10
 - *Training Quality:* 9.0/10
 - *Overall Impact of Membership:* 8.91/10
- Engagement with Safer Services
Most-used services:
 - Newsletter (28%)
 - Online training (21%)
 - Policy templates (13%)
 - Advice/guidance (11%)See Appendix A for full engagement breakdown.
- Networking Demand
86% of respondents expressed interest in quarterly online networking events. The first session will launch in Autumn 2025.
- Strengths Identified
Members praised Safer for expert-led training, strong communication, tailored support, and relevant safeguarding resources.
- **Areas for Improvement**
 - Requests for flexible, self-paced training
 - Interest in more face-to-face sessions
 - Improved access to training for new starters

- Better communication of policy updates

Actions are already underway to address these areas, including expanded course capacity, newsletter enhancements, and networking opportunities for DSPs.

Next Steps—Survey findings will inform a review of our Business Plan priorities and shape development plans for 2025–2026. We thank all members who contributed their feedback.

Full survey results and comments are available in Appendix 3.

Course Evaluation Forms

In addition to the annual survey, we collect ongoing feedback throughout the year by inviting delegates to complete course evaluation forms via Microsoft Forms. Between 1st April 2024 and 31st March 2025, a total of 1,763 evaluation forms were submitted from 2,798 delegates — an approximate response rate of 63%, representing a 19% increase from the previous year’s 53%. While securing a high response rate remains a challenge, several measures are in place to support this process. Each course presentation includes a QR code linking directly to the evaluation form, and delegates also receive a follow-up email containing the link alongside their course certificate.

For the analysis below, the focus is on our three most frequently delivered courses, which also generated the highest volume of completed evaluations: Introduction to Safeguarding Children, Core Programme and Introduction to Safeguarding Children for Early Years.

Feedback from Introduction to Safeguarding Children				
433 delegates have provided the following feedback.				
Question	Excellent	Good	Fair/ Average	Poor
Trainer’s knowledge of the subject area	395 (91%)	36 (8%)	1 (less than 1%)	0
Trainer’s presentation and delivery style	304 (70%)	114 (26%)	13 (3%)	2 (less than 1%)
The extent to which course objectives were met	373 (86%)	13 (3%)	44 (10%)	2 (less than 1%)
Quality of course materials and handouts	320 (74%)	104 (24%)	7 (1%)	1 (less than 1%)

Feedback from Introduction to Safeguarding Children for Early Years

556 delegates have provided the following feedback.

Question	Excellent	Good	Fair/ Average	Poor	No Answer
Trainer's knowledge of the subject area	485 (87%)	66 (12%)	0	0	5 (less than 1%)
Trainer's presentation and delivery style	391 (70%)	152 (27%)	11 (2%)	0	1 (less than 1%)
The extent to which course objectives were met	481 (86%)	21 (4%)	53 (9%)	0	1 (less than 1%)
Quality of course materials and handouts	426 (76%)	119 (21%)	10 (2%)	0	1 (less than 1%)

The statistics highlighted in green for both Introduction courses indicate areas where Safer is meeting the Business Plan target of 95% of respondents rating an aspect as either excellent or good. It is, however, concerning that neither Introduction course achieved the 95% threshold for the category *'the extent to which the course objectives were met'*. As both courses share the same objectives and are scheduled for review during 2025–2026, this will be a key focus area for the SPC as part of that review process.

Feedback from Core Programme

74 delegates have provided feedback.

Question	Excellent	Good	Fair/Average	Poor
Trainer's knowledge of the subject area	66 (89%)	8 (11%)	0	0
Trainer's presentation and delivery style	50 (67%)	19 (25%)	5 (7%)	0
The extent to which course objectives were met	66 (89%)	1 (1%)	7 (10%)	0
Quality of course materials and handouts	49 (66%)	24 (33%)	1 (1%)	0

The statistics highlighted in green indicate the areas where Safer is meeting the Business Plan target of 95% of respondents rating an aspect of the course as either excellent or good. It is, however, noted with some concern that the course met this benchmark in only one area. A scheduled update of the course will take place during the autumn term of 2025. As part of this review, particular attention will be given to

the three areas that did not meet the 95% threshold. Trainers who deliver this course will be actively involved in the review process to help inform improvements and ensure the course continues to meet high standards.

Ongoing Monitoring

Feedback forms are continuously monitored by the SPC and shared with trainers to support ongoing quality assurance. On the rare occasions that negative feedback is received, it is always followed up. Delegates are offered the opportunity to meet with the SPC to discuss their concerns in more detail, enabling us to identify potential areas for improvement or necessary adjustments to course content or delivery. In addition, the SPC conducts annual observations of each course and each trainer. For all newly developed courses, a comprehensive review is undertaken six months after initial delivery, followed by annual reviews to ensure content remains relevant, effective, and aligned with best practice.

Safer Conference

In July 2024, the Safer Programme Coordinator (SPC) successfully planned and delivered the first Safer Online Conference—a one-day virtual event attended by 76 delegates. The conference featured five expert-led, hour-long sessions on safeguarding topics selected based on previous course feedback to ensure relevance and impact. Topics included: Children and Domestic Abuse, Gambling Risks for Young People, Child Exploitation, The Prevent Duty and Substance Misuse.

Thanks to strong partnerships, all speakers contributed free of charge. Combined with the online format, this enabled free attendance for Safer Members and avoided venue or logistical costs.

Feedback Overview

38 out of 76 delegates (50%) completed evaluation forms:

- 92% rated the conference *Excellent*; 8% *Good*
- 87% felt the objectives were met *Excellent*; 13% *Good*

Participant Comments Included:

- "Speakers were informative, the online format worked very well."
- "Excellent content and delivery—kept my attention throughout."

Recordings were uploaded to the members-only area of the Safer website to extend accessibility.

Future Conference Planning

Delegates were asked about attending a future in-person, paid event:

- 32%: Unable to pay
- 32%: Would pay £20
- 21%: Would pay £30
- 16%: Would pay £40

Suggestions for improvement included shorter sessions, more breaks, greater interactivity, and opportunities for networking.

Annual Survey Insights

- 45% would pay £20
- 28% would only attend if free
- 12% would pay £30

- 4% would pay £40
- 4% not interested

These insights suggest interest in a face-to-face format but highlight cost and accessibility concerns.

Next Steps

The 2024 conference required considerable input from the SPC amidst growing programme demands. The format and feasibility of future events—online, in-person, or hybrid—will be considered by the Safer Steering Group. Key considerations include resource capacity, accessibility, member value, and delegate preferences for 2025–2026 planning.

Testimonials

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.



As a member of the Safer Programme, ESKA Norfolk LLP has significantly enhanced its safeguarding culture and operational practices. The structured support, training opportunities, and access to template policies ensure that our procedures not only meet statutory requirements but truly embed a safeguarding-first approach across all our activities.

The reassurance of having our policies reviewed and approved by the Safer Team gives both our staff and the families we work with confidence in our commitment to child safety.

Being a Safer Member has also streamlined our ability to meet the standards expected by partners such as the Big Norfolk Holiday Fun programme, allowing us to focus on delivering high-quality, inclusive and enjoyable experiences for children and young people.

Nathan Bond, 6th Dan - Senior Technical Instructor, Eastern Shotokan Karate Association (Safer Member).



The Safer Programme offers exceptional value for money and is a trusted safeguarding training provider we wholeheartedly recommend. Their affordable membership packages provide vital support to organisations—especially in the entertainment sector—helping them build strong safeguarding practices that protect children, staff, and reputations alike. Organisations we've referred consistently praise the quality of support they receive, making The Safer Programme a smart and impactful investment for anyone working with children.

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

Momentum (part of Voluntary Norfolk) has worked closely with the NSCP Safer Programme over the past year to support the VCSE youth sector across Norfolk to have access to high quality training and advice on a wide range of Safeguarding issues. Working with the Safer Programme has enabled us to feel confident in our ability to support youth work professionals and ensure they have access to the knowledge and tools available to help support the children and young people they work with.

As the Momentum team has welcomed two new members of staff over the past year colleagues from the Safer programme have been crucial in developing their knowledge and understanding of Safeguarding in Norfolk. Momentum and Safer have worked together to facilitate workshops for youth professionals and have more planned for the future. Working together in this way has enabled us to reach a wide audience and deliver high-quality support to the sector. Our experiences working with Safer this year have been positive and have helped us improve our own practice, I appreciate the direct guidance we have received and the reciprocal nature of our relationship. I look forward to continuing this relationship in the future.

Helen Haynes, Youth Services Engagement Manager, Momentum



Our on-going partnership with Safer to provide Safeguarding courses to the early years workforce has continued to be a success. With the new Statutory framework for the early years workforce, we have been able to provide new training and include the new Safeguarding Reforms that are coming in. A new course on Domestic Abuse has also been written to build practitioner's confidence in this area.

Being part of the Safer steering group has offered opportunities to share good practice. Together, we share updates and learning opportunities.

Gemma Lane, Early Years Intervention Officer, Norfolk County Council.



The Safer Programme is truly one of a kind. As the Sport Welfare Officer for Active Norfolk, it is my go-to resource for expert guidance, practical support, training and a critical ear when navigating complex safeguarding issues. Gemma's depth of knowledge and experience is unmatched, and her commitment to best practice has been instrumental not only across Norfolk but also within the wider safeguarding network.

Safer's support has been crucial in elevating the standards of safeguarding through initiatives like the Big Norfolk Holiday Fun, helping providers enhance their practices and create safer environments for children. Safer's collaboration with NWG to support the delivery of Active Bystander training—an initiative backed by Sport England, will empower individuals to speak up and take action when it matters most.

The Safer Programme has also played a key role in amplifying national campaigns, including the NSPCC's 'Keeping Your Child Safe in Sport', ensuring that vital messages reach families and communities. Joining The Safer Programme is my go-to request when working with organisation who do not have a National Governing Body to support them. Safer is not just a support system, it's a driving force behind safeguarding excellence in Norfolk.

Anita Stewart-Sport Welfare Development Officer, Active Norfolk



As a small CIC run entirely by volunteers with limited time for admin, being a Safer Member has given us confidence and clarity to understand and write policies. It's reassuring to be able to contact the Safer team with queries and know that the responses will be compliant with best practice. The prompts that we have been offered by the team have given our directors a structured way to deeply consider aspects of our policies, the better to reflect our core values.

Kirsten Murray-Director, Crea Norfolk (Safer Member).

Partnership Working

Partnership working is integral to the success of the Safer Programme. Through collaboration with a wide range of organisations, we are better able to understand member needs and adapt our training and services accordingly. These partnerships also help to raise Safer's profile across Norfolk, increasing membership and enhancing safeguarding practices across sectors.

Safer Steering Group

The Safer Steering Group brings together representatives from Active Norfolk, The Benjamin Foundation, Momentum (part of Voluntary Norfolk), Norfolk and Norwich Festival, a Safer trainer, the Norfolk Safeguarding Children Partnership, and Norfolk County Council (Early Years Team and Child Licensing Department). This group meets every eight weeks and provides valuable guidance on training development, membership fees, survey outcomes, promotion, and strategic growth.

In addition to the collaborative working with the organisations already mentioned above (Active Norfolk, Norfolk County Council Child Licensing Department, Momentum) Safer also works with a range of other partners.

Education Quality Assurance and Alternative Provision

The SPC collaborates with the Senior Adviser in the Education Quality Assurance, Intervention and Regulation Team to support unregistered alternative education providers. Together, we developed a safeguarding policy template aligned with Keeping Children Safe in Education.

Norfolk Safeguarding Adults Board & Breckland District Council

In partnership with Becky Booth (NSAB) and Sarah Wolstenholme-Smy (Breckland District Council), we co-developed the Recognising and Responding course, which uniquely covers both child and adult safeguarding. In 2024, it trained 42 district council delegates and 12 additional staff in bespoke sessions. While numbers were lower than the previous year (due to the three-year training cycle), promotional efforts led to new partnerships, including with Saffron Housing, which has scheduled significant training for 2025–2026.

Early Years Team

Our relationship with the Norfolk County Council Early Years Team remains strong. We support their safeguarding training offer and contributed to the Joint Targeted Area Inspection (JTAI) action plan on domestic abuse by creating a bespoke Domestic Abuse in the Early Years course. This course has received excellent feedback and supports engagement with Operation Encompass in early years settings. Since April 2021, parent and toddler groups have been eligible for fully

funded Safer membership via the Early Years Team. This initiative has been extended through March 2026, with 135 groups joining by March 2024 (up 16% from the previous year). We also updated the safeguarding policy template for these groups in March 2024 and continue to contribute to the Early Years Advisory Group and safeguarding newsletters. The SPC was also involved in helping to update the Safeguarding Toolkit and the Safer Recruitment Toolkit.

NCC Children's Services

The SPC works in partnership with Russ Cole, Preventing Radicalisation Co-ordinator at Norfolk Children's Services, who has contributed expertise to our safeguarding policy template and delivered Prevent briefings. He also spoke at our 2024 Safer Conference and will continue to provide workshops into 2025–2026.

The SPC delivered two well-received sessions during Practice Week. The first, co-presented with Clare Lincoln (from Sprowston Youth Engagement Project a Safer Member), focused on safeguarding young volunteers, combining policy guidance with practical workplace insights. The second, delivered with Sharon Moore (NSCP), showcased the Safer Programme's training offer and highlighted available learning and development opportunities. Both sessions enhanced Safer's visibility among professionals and reinforced collaborative practice.

Wider Networking

The SPC regularly attends strategic networking events including the Voluntary Sector Forum and the Sir Norman Lamb Coalition for Young People, ensuring Safer remains connected across sectors and responsive to emerging safeguarding needs.

Progress on the Business Plan Targets

The future goals for the Safer Programme are set out in the Safer Business Plan 2024-2027 which can be viewed here [pdf-safer-business-plan-2024-2027-final-june-2024.pdf](#)

The goals will be considered below and the progress which has been made towards them so far within this year.

Goal	Progress to date
<p>Goal 1: Growth of the Safer Programme.</p> <ul style="list-style-type: none"> • Safer Membership to continue to increase. • TARGET-By 2027 a target of 1000 Safer Members. Yearly increase of members by 88 per year, i.e. by end of 2025 = 823 members, by end of 2026 = 911 members 	<p>Progress:</p> <ul style="list-style-type: none"> • As of March 2025, there are 809 member organisations. • 85 new members joined in 2024–25, short of the annual target of 88, and lower than the 94 new members the year before. • 87 members cancelled, a 10.8% loss, which is above the target loss rate of 5–7%. • The 2027 target of 1,000 members remains achievable but is at risk unless membership losses are reduced and new sign-ups increase. <p>Overall Status: Slightly behind target — progress is steady but not on pace to hit goals without intervention.</p>
<p>Goal 2: Membership to be viewed as worthwhile</p> <ul style="list-style-type: none"> • Safer members to feel that their membership is worthwhile, their views are listened to and they are supported. 	<p>Progress:</p> <ul style="list-style-type: none"> • Membership satisfaction remains high: <ul style="list-style-type: none"> ◦ Value for money: 8.96/10 ◦ Communication satisfaction: 9.29/10 (up from 9.0) ◦ Perceived impact of membership: 8.91/10 (up from 8.77) • New benefits introduced: <ul style="list-style-type: none"> ◦ First Safer Conference (July 2024) ◦ New LinkedIn page with growing engagement (187 followers, +105 from last year) ◦ Workshops expanded – 153 delegates, 16.8% increase ◦ Policy reviews: 170 (21% of members), 2027 target of 20% already met ◦ Safer Certification: 23 organisations certified, a 27.8% increase • Feedback systems improved: 6 communication channels, annual survey (response rate 9.6%) • Membership fee increased by £5 but value-for-money perception stayed strong. <p>Overall Status: On track and strong — significant and measurable progress with high satisfaction.</p>

<p>Goal 3: Range and quality of courses offered.</p> <ul style="list-style-type: none"> • 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 updates and developments in Safeguarding 	<p>Progress:</p> <ul style="list-style-type: none"> • 2,798 delegates trained (up 6.1% from 2,637 last year) • Course capacity increased from 20 to 25 online • New course introduced: Domestic Abuse in the Early Years • Early Years delegate numbers up 27% • Course feedback (via evaluations): 1,763 responses (63% response rate, up from 53%) • Some courses did not meet 95% satisfaction threshold for objective alignment — action already planned for 2025–2026 reviews. <p>Overall Status: On track, improvements made; further review will enhance quality even more.</p>
<p>Goal 4: Review and Evaluation</p> <ul style="list-style-type: none"> • All aspects of the Safer Programme, including all courses, will be subject to regular review and evaluation 	<p>Progress:</p> <ul style="list-style-type: none"> • Annual survey conducted, with recurring and new questions to reflect emerging priorities. • Course evaluations monitored regularly with 63% response rate and follow-up for negative feedback. • Introduction Course objectives did not meet 95% excellent/good threshold, so a targeted course review planned for 2025. • Core Programme Course did not meet the 95% excellent/good threshold in three areas, so a detailed course review will be undertaken in autumn 2025 in partnership with the Safer trainers <p>Overall Status: On track — continuous monitoring and planned reviews in place.</p>
<p>Goal 5: To ensure Safer is financially viable so that it is self-sufficient.</p>	<p>Progress:</p> <ul style="list-style-type: none"> ➤ Profit of £22,633, up 98.5% from the previous year. ➤ Profit growth attributed to: ➤ Increased course capacity ➤ Operational efficiency ➤ £5 membership fee increase ➤ Some cancellations due to low bookings but managed through session consolidation. <p>Overall Status: On track and improving — finances strengthened despite external pressures.</p>

Achieving these five goals will strengthen our membership base, enhance engagement, and ensure long-term sustainability. While each goal addresses a specific area, together they form a cohesive strategy to grow our community, deliver value to members, and position us for continued success through 2027 and beyond.

Finances

The following table outlines Safer’s financial position for the year ending 31st March 2025. Despite delivering eleven fewer courses than the previous year, Safer achieved a total profit of £22,633 — an increase of £11,233 (approximately 98.5%) from the previous year. This positive outcome is largely attributed to increased course capacity and an uplift in membership fees. This improvement demonstrates encouraging progress towards financial sustainability. As outlined earlier in this report, changes have been necessary to ensure Safer remains financially viable and self-funded. Operating as a self-funded programme requires careful planning and adaptation to support continued growth.

The 2024–2027 Business Plan sets out the measures being implemented to maintain financial stability, alongside clear targets designed to support ongoing self-sufficiency and resilience.

Balances for year ending 31st March 2025

Income

Annual Subscriptions	27,535
Training	113,250
	140,785

140,785

Expenditure

Co-ordinator/Project Manager Salary	46,471
Admin Salary	34,004
Mileage	-32
Trainers & Training Mileage	35,322
Venues/Room Hire & Refreshments	1,964
Stationery/New Pack Printing	19
Office Expenses (Phones, Insurance, Online Booking System)	404
	118,152

118,152

C/fwd
Balance 22,633

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	194	120,736	103,220	5,756
2023/24	185	121,090	109,650	11,440
2024/25	174	140,785	118,152	22,633
		Total committed to NSCP to date		£298,589

Conclusion

I hope this report has offered a meaningful insight into the breadth of the Safer Programme and the range of services we provide to our members. Over the past year, we have continued to grow, enabling us to support even more individuals and organisations in their efforts to safeguard children and young people across Norfolk.

I remain committed to the continued development of Safer, with the aim of ensuring that everyone working with children and young people in Norfolk is aware of the support, guidance, and training we offer.

I would like to extend my sincere thanks to our partner organisations for their ongoing collaboration and support. Most importantly, I want to thank each and every Safer Member, your engagement is the foundation of the programme's success.

I look forward to continuing our work together as we strive to make Norfolk a safer place for all children and young people.

If you have any feedback on this report or have any outstanding questions, please email me gemma.hampton@norfolk.gov.uk

Gemma Hampton

Safer Programme Co-ordinator

Appendix 1-Aims and Outcomes of The Safer Programme

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 gives access to an online resource pack including a range of policy templates, 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 Safer Certification process enables groups to gain a certificate showing that they have achieved 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 organisation is creating a safe environment.

To receive their certificate organisations must demonstrate that they have the following in place –

- A named person responsible for safeguarding
- A safer recruitment policy
- An induction policy
- A code of conduct for staff and volunteers
- A 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 copy of staff/volunteer Safeguarding Training Course Certificates (at least two, unless a sole trader)
- A managing allegations and whistleblowing policy
- A complaints policy

- An information sharing and confidentiality policy
- An online safety policy
- A signed copy of an Online Acceptable Use Agreement for Staff and Volunteers
- Public Liability Insurance
- A copy of staff/volunteer First Aid Certificates (at least two, unless a sole trader)

Appendix 2-Safer Staff Team Profiles

Gemma Hampton-Safer Programme Co-ordinator (SPC)

I took on this role in December 2022. I feel that in the 2.8 years in the role I have continued to strengthen the Safer Programme. Some of the achievements of this year have included:

- the first Safer Conference.
- devising a new safeguarding training course Domestic Abuse in the Early Years.
- rewriting both Online Safety Courses.
- delivering two sessions during NCC Practice Week.
- forming new working relationships with a wider range of organisations.

My role at Safer is extremely varied and there are many elements. This includes:

- Providing advice and guidance on a range of safeguarding issues.
- Writing all the safeguarding training courses and keeping them updated.
- Creating new training course in response to demand.
- Reviewing safeguarding policies and providing feedback to ensure they meet the Norfolk Safeguarding Children Partnership standards.
- Supporting members to achieve the Safer Certificate.
- Partnership working with a range of organisations including Momentum, Active Norfolk and NCC Early Years.
- Attending a range of networking events both online and face to face to promote the safer programme.

Prior to this role, 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. 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 delivered 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.

Helen Stubbs-NSCP and Safer Programme Business Support Executive Lead

I have worked for Norfolk County Council for 36 years, and the last 16 years for the Safer Programme and the Norfolk Safeguarding Children Partnership. I am the Business Support Lead Administrator for the Partnership and for the first 8 years worked solely for the Safer Programme. For one of those years, I was the only member of staff for the Safer Programme Team while we were without a Co-ordinator. Once we had employed a new Co-ordinator and the programme grew, we added another administrator, Diane Cook. Once Diane was established in her role, I split my time between the Safer Programme and the NSCP and am responsible for organising several NSCP sub-groups, looking after the Head of Business Delivery and Lead Independent Scrutineers' diaries and building and maintaining the NSCP website. In the last year, I have also been administering the Fathers Inclusive Practice Project and their training.

My main roles within the Safer Programme are organising all the mixed Safer and Early Years training sessions, allocation of sessions to the trainers, budget maintenance and projection, advising Safer members of the benefits of joining the Safer Programme and assisting them with any queries they may have and supporting the Safer Co-ordinator and Administrators.

Diane Cook-Business Support Officer

I joined the Norfolk Safeguarding Partnership in 2012 and provide Business Support to both the NSCP and the Safer Programme. For Safer this includes arranging training dates and booking trainers to deliver dedicated sessions, processing bookings made via our online booking system and sending confirmation emails to the delegates. Processing new safer members application forms and dealing with general enquiries.

I support several sub-groups for the NSCP including SPRG - Safeguarding Practice Review Group, NSIG - Neglect Strategy Implementation Group & ANOOF - Accumulative Neglect Operational Oversight Forum.

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 various courses offered by the Safer Programme where I look forward to meeting delegates from a range of settings / organisations and exchange our shared experiences for the benefit of safeguarding and protecting children.

Delegate Feedback on Jim

"Jim was very informative and experienced on the subject. He did well at maintaining the groups attention and tried to get everyone involved. He was also very good at answering any questions that the group had" (Delegate on Introduction to Safeguarding Children Training November 2024).

"Jim was absolutely incredible. He led the course in a really informative and captivating way. He clearly really cares about children and keeping them safe and that came across and made me feel really comforted to know he is educating so many people on how to protect children the best we can. I would like to thank Jim for an amazing training experience" (Delegate on Introduction to Safeguarding Children Training February 2025).

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. Being 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 very professional and informative throughout the training! I liked the layout of the presentation and the delivery of the training. Thank you, Helen!" (Delegate on Safeguarding Lead Practitioner Training February 2025).

"I found the training incredibly helpful and informative. Helen was an excellent trainer, so thank you" (Delegate on Introduction to Safeguarding Children Training November 2024).

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 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

"Thank you very much to Tina! You are a fantastic trainer, very confident and so informative in your approach" (Delegate on Introduction to Safeguarding Children Training February 2025).

"Tina's delivery style was excellent. Very inclusive, knowledgeable and clear" (Delegate on Introduction to Safeguarding Children Training February 2025).

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 collaborating 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 an incredible training facilitator, very knowledgeable, patient and understanding. She explained things incredibly well and I learnt so much from her" (Delegate on Introduction to Safeguarding Children Training, September 2024).

"I have had the pleasure of completing my SLP and now safer recruitment with Jill and have found her courses a great mixture between interactive and informative, I hope that we meet again in further training" (Delegate on Early Years Safer Recruitment November 2024).

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 enthusiastic 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 lovely and very good at explaining things in an understandable way with lots of examples, didn't obfuscate things with loads of jargon, was very receptive and open to questions. A fantastic trainer" (Delegate on Introduction to Safeguarding Children Training January 2025).

"Yvonne was very knowledgeable and delivered very well, thank you for opening my eyes to safeguarding" (Delegate on Early Years Introduction to Safeguarding Children Training February 2025).

Appendix 3-Annual Survey Data Overview

Overview

- The 2025 Annual Member Survey was conducted between 4th April and 30th April via Microsoft Forms. Safer members were invited to participate through direct email, newsletter reminders, and posts on our Facebook group and LinkedIn page. The survey included a mix of recurring and new questions—recurring ones helped us monitor trends and consistency, while new ones reflected emerging topics identified by the Steering Group and Safer trainers.
- A total of 78 responses were received from a membership of 809, representing a 9.6% response rate—a slight increase from 73 responses last year. While the overall feedback was highly positive, the continued low response rate remains a challenge. To incentivise participation, we repeated a prize draw offering one free place on an Introduction Level course.
- It is important to note a limitation of the survey: in many cases, only one representative per organisation may have responded. If they personally did not engage with Safer services in the past year, this could affect the accuracy of the feedback.

Engagement with Safer

- Respondents were asked to indicate which Safer services they had accessed in the past year. Responses show a diverse pattern of engagement:
- Online training: 50 (21%)
- Face-to-face training: 21 (9%)
- Bespoke training: 7 (3%)
- Newsletter readership: 67 (28%)
- Facebook Group participation: 25 (10%)
- Requests for advice/guidance: 26 (11%)
- Use of policy templates: 32 (13%)
- Workshop attendance: 5 (2%)
- LinkedIn engagement: 7 (3%)

Key Feedback Areas

1. Perceived Value for Money

Members were asked to rate whether the Safer Membership fee represents good value. This year's rating was 8.96/10, slightly down from 9.0/10 in 2024. This may reflect the £5 increase in membership fees during the past year.

2. Communication Satisfaction

- Satisfaction with communication has increased to 9.29/10, up from 9.0/10 last year. Members praised timely responses, clarity, and the balance of informative but not excessive contact.

Selected comments:

- *"Being a member of Safer has helped improve our safeguarding practices. Communication is always professional and helpful."*
- *"I'm happy with the number and quality of updates—informative without being overwhelming."*
- *"Whenever I've needed support, the team has responded promptly and professionally."*

3. Training Satisfaction

- Satisfaction with the range and quality of training improved from 8.66/10 to 9.0/10. This reflects Safer's ongoing commitment to keeping course content current and relevant, with regular reviews based on both national developments and member feedback.

4. Impact of Safer Membership

- The perceived impact of membership rose slightly to 8.91/10 from 8.77/10, showing continued appreciation for the support Safer provides.

Positive feedback included:

- *"Access to affordable training and expert advice has helped us stay compliant and confident."*
- *"We feel more secure in our safeguarding approach, particularly as a small organisation."*
- *"The support with policy development has been invaluable."*
- *"It's reassuring to have knowledgeable professionals we can turn to for support."*

5. Interest in New Networking Opportunities

- A new question asked whether members would be interested in a free, quarterly online networking event focused on safeguarding topics and updates. 86% said yes, which confirms a strong appetite for peer learning and informal support. The Safer Programme Coordinator (SPC) will launch the first of these events in Autumn 2025, offering DSPs a regular opportunity to connect, share experiences, and stay informed.

Members highlighted the following strengths in The Safer Programme:

- High-quality, expert-led training
- Excellent communication and support

- Useful online resources and templates
- Tailored support for smaller organisations
- Relevant and timely safeguarding updates
- Strong local presence and approachability
- I have to say that Gemma Hampton was so accommodating and helpful throughout the process of gaining the Safer certificate. She really is an asset to the safer partnership.

These positive responses align well with Safer's Business Plan targets of: -
 Membership to be viewed as worthwhile. Safer members to feel that their membership is worthwhile, their views are listened to and they are supported. -Range and quality of courses offered. 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 updates and developments in Safeguarding.

Areas for Improvement and Safer's Response

1. Flexible Online Learning

- Feedback: Interest in self-paced, on-demand training. Some felt live online sessions felt rushed.

Safer is one of the few providers offering live, tutor-led safeguarding training—ensuring support during potentially sensitive content. While we understand the appeal of self-paced training, the current systems cannot support this format. All online courses are delivered to the same timings as face-to-face sessions.

2. Training Format Preferences

- Feedback: Preference for more face-to-face sessions to allow for networking.

Safer offers face-to-face delivery of its three most popular courses each term. However, low attendance often makes additional sessions financially unviable. We continue to review this based on demand and member interest.

3. Support and Networking for DSPs

- Feedback: Requests for regular, informal support and peer networking for Designated Safeguarding Persons.

Safer will implement termly online networking events, which will be introduced from Autumn 2025 to provide ongoing support, CPD, and peer engagement for DSPs.

4. Access and Communication Enhancements

- Feedback: Booking training for new starters can be difficult due to limited availability.

We have increased capacity for online sessions by five places per course and already have evening and Saturday slots available for our three most popular courses.

- Feedback: Request for the ability to share Facebook posts.

We acknowledge current limitations within the Facebook group setup. Alternatives are being explored.

- Feedback: Suggestion to receive policy update alerts throughout the year to avoid re-submissions.

Policy update alerts will be more clearly flagged in the newsletter under a dedicated 'Policy Updates' section to support members in real time.

The 2025 Annual Survey has provided valuable insights into how members engage with Safer and the areas where we can continue to develop. The feedback affirms the positive impact of Safer's work and highlights areas for ongoing improvement. These findings will inform a review of our Business Plan targets and help shape our priorities for the year ahead. We would like to thank all members who took the time to share their views.

Appendix 4-Working Together to Safeguard Children 2023

Chapter 4-Organisational responsibilities

Voluntary, charity, social enterprise (VCSE) and private sector organisations and agencies play an important role in safeguarding children through the services they deliver. They may, as part of their work, provide a wide range of activities for children and have an important role in safeguarding children and supporting families and communities. Like other organisations and agencies who work with children, they should have appropriate arrangements in place to safeguard and protect children from harm.

All those working in these organisations and agencies who are working with children and their families are subject to the same safeguarding responsibilities, whether paid or a volunteer

All those working with children, whether paid or volunteer, should be aware of their responsibilities for safeguarding and protecting children from harm, how they should respond to child protection concerns and how to make a referral to local authority children's social care or the police, if necessary.

Organisations should have in place the arrangements (highlighted in Working Together to Safeguard Children 2023): 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 board level lead with the required knowledge, skills, and expertise or sufficiently qualified and experienced 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
- clear whistleblowing procedures, which are suitably referenced in staff training and codes of conduct, and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed.
- clear escalation policies for staff to follow when their child safeguarding concerns are not being addressed within their organisation or by other agencies.
- arrangements which set out clearly the processes for sharing information, with other practitioners and with safeguarding partners.
- a designated practitioner. Their role is to support other practitioners in their organisations and agencies to recognise the needs of children, including protection from possible abuse or neglect. Designated practitioner roles should always be explicitly defined in job descriptions. Practitioners should be given sufficient time, funding, supervision, and support to fulfil their child welfare and safeguarding responsibilities effectively.
- safe recruitment practices and ongoing safe working practices for individuals whom the organisation or agency 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.
- creating a culture of safety, equality, and protection within the services they provide.

In addition:

- 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 the procedures to be followed if anyone has any concerns about a child's safety or welfare.
- all practitioners should have regular reviews of their own practice to ensure they have knowledge, skills and expertise that improve over time.