



Norfolk Safeguarding
Children Partnership

NSCP Safer Programme



Safer

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Children Partnership

Annual Report

1st April 2023– 31st March 2024

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Introduction

Welcome to the 2023-24 Annual Report for the Safer programme. This is my second report, since becoming Safer Programme Co-ordinator (SPC) in December 2022. I am fully settled into my role, and it has been wonderful to be able to continue to enhance the services we offer to Members. I am eager to share all the new developments and growth that Safer has experienced over the last year.

Gemma Hampton

Safer Programme Co-ordinator

Safer Endorsement by Norfolk Safeguarding Children Partnership (NSCP)

2023-24 has been another year of development within the Safer Programme with new initiatives either already live or in the pipeline for 2024-25 and it has been great to see the enthusiasm and ideas that Gemma has brought to the role of co-ordinator since starting 18 months ago.

Memberships numbers continue to increase; however, financial times are challenging, and the Safer Programme must make adaptations to ensure its continued financial viability as a valued part of Norfolk's Safeguarding Children framework.

We absolutely believe that the Safer Programme can meet these challenges head on and continue to flourish into 2024-25 and look forward to seeing the continued growth and development of the programme.

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 several fields and can give the perspective from the different members we support: sport, early years, charities and the voluntary sector. This year has seen some changes to the steering group due to previous members moving on due to new job roles and new members taking their place.

Safer communicates regularly with its members through a monthly newsletter and a Facebook Group. This year has also seen the introduction of our own LinkedIn Page. The Safer Programme is also promoted via the NSCP website www.norfolklscp.org.uk which provides full details of the programme including how to book training, becoming a member and frequently asked questions. A full programme of training is advertised on the website and flyers are produced which are sent out electronically to our members and partner agencies.

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 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 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 copy of staff/volunteer Safeguarding Training Course Certificates (at least two, unless a sole trader)
- A managing allegations and whistle blowing 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)

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 regular meetings both online and face to face. 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 into course rewrites and reviews. The trainers are audited annually by the Safer Co-ordinator, and they also conduct yearly peer observations.

Gemma Hampton-Safer Programme Co-ordinator (SPC)

I took on this role in December 2022. I feel that in the 1.5 years in the role I have continued to strengthen the Safer Programme. One of the most significant achievements during the last year, has been the total rebranding of the Safer Programme. This has resulted in a professionally designed new logo and marketing assets to also link into the colours used by the wider NSCP and the NCC Children's Service Flourish pledge. Connected to this, has being using a new platform to design and deliver the monthly Safer Newsletter, which now has a professional look and consistent layout.

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.
- 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.

I am passionate about keeping children and young people safer in Norfolk and my priority for 2024-2025 is to be able to reach out to even more groups and organisations to help them effectively safeguard themselves and the children they are working with.

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.

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.

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 administrating 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 excellent in his presentation, very good level of detail and made it very engaging and informative” (Delegate on Designated Safeguarding Person Training January 2024)

“It was a well-informed course and Jim knew his stuff & no question was left unanswered or was deemed as a silly question. It is always nice to hear from people who have worked in different fields and have extensive firsthand knowledge of these types of subject” (Delegate on Introduction to Safeguarding Children Training July 2023).

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:

“Thank you to Helen for the training. She has been very information with sharing her knowledge and answering any questions we may have. Also very approachable making us feel comfortable when discussing” (Delegate on Early Years Safeguarding Lead Practitioner Training February 2024).

“Thank you very much Helen you were professional and knowledgeable. You presented it so well and balanced the mix of asking us and giving information too” (Delegate on Introduction to Safeguarding Children Training November 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 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 great. Really enjoyed her approach, her knowledge was fantastic" (Delegate on the Core Programme Training January 2024).

"One of the best courses I have attended. Tina was engaging and knowledgeable. There was a considerable amount of content on the course, but Tina's delivery was unhurried but concise" (Delegate on Recognising and Responding Training June 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, which allows me to keep 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 our tutor was wonderful, and her knowledge and expertise shone through her talking. Excellent tutor. (Delegate Introduction to Safeguarding Course May 2023).

“Vanessa was amazing I felt comfortable right from the beginning, I felt at ease when I was putting across any contributions to the Training. Also, Vanessa was really helpful on advising how to look into becoming a Social worker or other children's work opportunities” (Delegate on Early Years Introduction to Safeguarding Course March 2024).

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

“As always Jill has been fantastic. She delivers the information in an easy to understand way and offers any help or advice needed” (Delegate on Early Years Safer Recruitment Training March 2024).

"Jill was brilliant. You can tell that she has buckets of knowledge and experience. The training was very clear, all the acronyms used were well explained and it was very clear where my responsibilities were. There was some great advice on how to get the best out of any concerns and referrals made which will make a difference to the way I work in future. Thank you, Jill" (Delegate on Core Programme March 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 extremely experienced and knowledgeable but also very warm and friendly and a fab trainer. Many thanks" (Delegate on Introduction to Safeguarding Children Training September 2023).

"Thank you to Yvonne for a great delivery of the course. I really enjoyed her examples, and the content was easy to understand. It has been a much needed refresher of safeguarding and I can now feel that my knowledge is high and detailed. Thank you for a great course" (Delegate on Early Years Introduction to Safeguarding Children Training June 2023).

Current Position

As of 31st March 2024, Safer had 724 groups, individuals or organisations signed up as members. This includes a significant increase of 159 new members join in the year 2023-2024. In the previous report, we had 94 new members in a year. This represents an increase of approximately 69%.

It is great to see that Safer has gained so many new members within this year, especially when so many groups and organisations are still struggling to manage financially due to monetary pressures and the ongoing cost of living crisis.

Part of our increased membership during this period has been greater promotion of Safer at networking events, both face to face and online, the rebranding of Safer with innovative marketing assets, a stronger online presence, as well as new initiative with Active Norfolk-all of which will be discussed throughout this report.

Unfortunately, despite all the positive news of gaining so many new members, we have also had 70 members cancel during the same period, compared to 24 the previous year. Safer is keen to retain our current members and all cancellation requests are sent to the SPC, who then makes direct contact with the group or organisation to explore the reason for the cancellation, to see if anything could have been done differently to have kept them as members. However, after receiving this feedback, most of the reason for cancellation are factors out of our control.

The main reasons for the cancellations during this period have been:

- Early years childcare settings closing due to financial struggles.
- Parent and toddler groups no longer running due to not being sustainable and or lack of demand.
- Small community run groups permanently closing due to lack of funding.
- Some sporting organisations are now having to follow the National Governing Bodies safeguarding requirements, including accessing their own safeguarding training so no longer have a need for our services.

We continue to review what we offer to members, and one of our business plan targets for 2024-2027 is for 'Membership to be viewed as worthwhile' and part of this is to introduce more benefits for members, which will begin in July 2024 with the Safer Conference.

During the last year, The Safer Programme has delivered the following courses, which can be booked on to by any group or individual:

- Introduction to Safeguarding Children
- Designated Safeguarding Person
- Core Programme
- Safer Recruitment
- Introduction to Online Safety
- Safeguarding Refresher

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 from these three courses will be considered further on in this report.

We have had some difficulties with the following courses: Safeguarding Refresher (formally Reflecting and Refreshing-Core Refresher) and Online Safety.

Safeguarding Refresher (formally Reflecting and Refreshing-Core Refresher).

This 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. This course received a full update by the SPC at the start of in 2024 in partnership with two of the trainers and was rebranded with the name Safeguarding Refresher and a course overview email was sent out to all Safer Members. Despite best efforts we have had to continue to cancel this course due to low numbers.

Action-At present it has been decided that in the next financial this year this course will not be part of the current Safer offering. However, some of the updated course content, has been added into the other courses we offer, and it will also be available as a bespoke session to be delivered directly to organisations.

Introduction to Online Safety

Due to previous cancellations and low numbers booking on this course the previous year, this course had a large update this year to ensure it is current; and to connect it to the Online Safety Act 2023 it is now called online safety as opposed to e-safety. This course also has an Early Years version, and part of the previous feedback was not it was not specific enough for this sector. As a result, both courses have been completely rewritten in 2023. 61 have been trained in this period, as opposed to 20 the previous year (which were only Early Years delegates).

The following feedback has been provided so far on these updated courses. In the Introduction to Online Safety 94% of delegates said the course met their expectations. In the Early Years Introduction to Online Safety 100% said it met their expectations. Some detailed delegate feedback has also been provided: "Well presented content, Tina delivered the training professionally, with a welcoming manner and encouraged/acknowledged discussion topic. Definitely useful training to have undertaken" and "This has been an excellent course, very informative".

Action-The Safer Programme will explore ways to further promote this course in the April 2024-March 2025 to increase the number of delegates who attend it. This is important in terms of the continued risks of harm which children and young people

are facing when online. Also, recent delegate feedback indicates that the updated content has had a positive impact in course delivery.

Courses and Workshops Delivered

Between April 1st 2023-31st March 2024 Safer trained 2,637 delegates across our courses and 131 delegates attended our free workshops. A total of 2768 delegates have accessed training via the Safer Programme. A more detailed breakdown is included bellow. In the previous year Safer trained 2,543 delegates across its courses, so this year sees an increase of 4%. In total, this year, Safer ran 185 courses, 45 were delivered face to face, while 140 were delivered online via Zoom. In the previous year we delivered 197 courses, so this represents a decrease of 4%.

There are several reasons to explain why we have delivered less courses this year. One of the reasons was Safer having to cancel 10 courses during this period. 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).

A substantial change for Safer this year was not having a training contract renewed with Norfolk County Council. As a result of financial pressures, Safer needed to increase our costs to deliver these courses to make them sustainable. When the contract went out to tender, we were unsuccessful in having it renewed. As of January 2024, Safer no longer delivered one-day The Foundation Course to Norfolk County Council Children's Services employees. As of March 2024, we also no longer delivered the bespoke training to Foster Carers employed by Norfolk County Council. That is unfortunately an additional two courses which we no longer run. As expected, this has been detrimental for the Safer Programme in terms of overall revenue. This change has only happened since January 2024-March 2024, so only covers the last period of this report. Part of the 2024-2026 business plan sets targets to help ensure Safer can carry on being sustainable. However, despite delivering less courses and losing the contract highlighted above, in 2023-2024 the total amount of profit made by Safer this year has increased to £11,400, compared to £5,756 the previous years so a profit increase of £5,644 so a 98% increase.

Part of this increase in revenue is due to increasing the cost of our Safer Training Courses as of the 1st of September 2023. This increase was done in consultation with the Safer Steering Group to ensure we are still offering value for money to our Members. Half-day courses are now £20 for Members, instead of £15. For full-day courses such as the Core Programme and Safer Recruitment, we will charge £50, £70, and £90 per place for members. The price band payable is based on the annual

income of the organisation: £50 per place for those under £250k, £250,000-£500,000 £70 per place and over £500k £90 per place.

The breakdown of the courses and workshops that the 2768 individual delegates have attended in 2023-2024 are as follows:

Name of Course / Workshop	Number of Individual Delegates Trained
Safer Intro	479
DSP	155
Safeguarding Refresher	6
Online Safety	40
Safer Recruitment	50
Core	152
Safeguarding Briefing	10
Recognising & Responding DC	154
Recognising & Responding Other	8
Foster Carer Intro	41
Foster Carer USP	92
C/S Foundation	205
EY Intro	776
EY SLP	180
EY SLP Refresher	195
EY Online Safety	21
EY Safer Recruitment	40
EY Safeguarding Committees	33
Important Conversations Workshop	39
Oral Health Workshop	9
Writing a Good Policy Workshop	34
Gambling Harm Prevention	7
DBS Disclosure	17
DBS Barring	9

Numbers Trained in Courses	2637
Numbers Attended in Workshops	131
Total Number of Individuals Trained	2768

Workshops

Free workshops are offered to members as one of their membership benefits. These workshops focus on topics connected to safeguarding. One of the significant changes within this year has been the range of workshops that have been delivered by other professionals and/or organisations. We have strengthened our partnership working and have been able to deliver a wider range of workshops on different safeguarding topics, this has included: Prevent, Disclosure and Barring Service Workshops, Gambling Harm Prevention and Oral Health and the links to neglect. It has been great to provide members with the opportunity to have workshops delivered by experts on a topic. Both the Disclosure and Barring Service and Prevent Workshops have been added into what we offer members based on feedback in the previous annual survey and course evaluation feedback where delegates can suggest what else they would like to have training on.

In our first Disclosure and Barring Service Workshops 86% of delegates rated the workshop as excellent. 100% rated the tutor's knowledge as excellent. Some of the comments received: "Really useful, well put together presentation" and "this the second DBS workshop I've attended which Georgie has presented. Her presentation skills are excellent -- clear, concise and engaging". We have already planned to run these two DBS workshops again due to the positive feedback received from both sessions which were delivered. In our first Prevent Workshop 12 out of 13 rated the tutor's knowledge as excellent. Some of the comments received: "Excellent concise information" and "a really informative session". Again, we plan to offer a Prevent workshop on a regular basis.

There are already plans for further workshops being provided in partnership with other organisations we work with, which connects to our Business Plan target of membership to be viewed as worthwhile. We want to continue to improve the number of delegates accessing free workshops, with a target of 10 members signed up per workshop. The Annual Survey highlighted that only 5% have accessed a workshop. As this is a free member benefit, we have set a target in the business plan to increase this number. Greater promotion of workshops will be done moving forward including targeted emails to all members and more frequent social media posts. As of January 2024, workshops also now have their own section on the newsletter.

In the annual survey members were asked what workshops they felt that someone would attend from their organisation: 24 said Having Difficult Conversations, 19 said Writing a Good Safeguarding Policy, 15 said an Overview of Prevent, while 12 said

Disclosure and Barring Service. This feedback will be used to plan the delivery of workshops in 2024-2025.

Safer Membership Fees and Course Costs

Membership Costs

There are 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

Introduction to Safeguarding Children & Introduction to Online Safety

1. Voluntary & Community Groups, small charities.
£15.00 per head, minimum charge £210.00 per session

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

2. 'Profit' making charity, large charity or allocated training budget.
Set fee £425.00 (maximum 25 participants @ £17 per head)

For example - The Garage, YMCA, Action for Children, larger charities (£100k income and above)

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

Responding and Recognising for District Councils & Safeguarding Refresher

Set fee £550 (maximum 25 participants @ £22 per head)

Discretionary variance i.e. 2 small groups sessions back-to-back £500 per session

Core Programme & Safer Recruitment

£60 per head, minimum charge of £900 per session.

Extra Training places after free places are used up:

Safer members	£20 per head
Non-members	£40 per head
Children's Services	£40 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 and the number of organisations/groups accessing this continues to grow. A total of 97 safeguarding policies were reviewed by the SPC between 1st April 2023-31st of March 2024. This compares to 71 during the previous year 2022-23, so an increase of 37%. This continues to be an expanding area and is a service truly valued by members.

For the first time this year we added some new questions to the Annual Survey on the Policy Checking Service. One of the new was: *If you have submitted a safeguarding policy for review how did you find the process?* Here 37% said excellent, 12% good and 51% not applicable. Further on, we will address how to get more organisations and groups to submit their safeguarding policy and utilise this member benefit.

Here is some of the comments provided in the survey regarding safeguarding policies:

- "The feedback was thorough, and communication was efficient and friendly" Ejjplaytherapy.
- "The help we received in writing our safeguarding policy was excellent. It was easy and the feedback was great. We couldn't have wished for anything else" Sports United.
- "It was so easy, and Gemma was so helpful and very knowledgeable she made the whole process seamless" Swaffham Pre-School.

A further new question was asked: *If you have submitted a safeguarding policy for review, how satisfied are you with speed feedback was received?* This question was scored 9.3 out of 10. Our goal is to provide helpful feedback within a timely manner, so we are happy with this score especially as the SPC is the only person who reviews policies and has a range of other tasks to perform in addition to this.

A member will receive their initial policy feedback within 3-4 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 are then asked to resubmit their policy for additional feedback once

they have actioned any changes. Extra support is provided to Members if required in the form of a telephone call, online Teams Meeting, or a face-to-face meeting.

Action-To have more members submit their safeguarding policy for review per year. As indicated in the annual survey 51% have not submitted their safeguarding policy for review. Work has already begun during this period to increase policy submissions. The safeguarding policy template which members have access to was fully updated in September 2023 and made available to all members. This template sets out all the essential sections needed to be included in the policy and provides examples of what can be added in each section. It has been positive to see more and more members using this template as a basis for updating their policy. This was also reflected in the annual survey as (52%) 38 accessed the policy templates.

When changes occur locally and nationally the policy template is updated, and this is communicated to members on the newsletter and social media platforms.

The Safer Certificate

Eighteen organisations have achieved Safer certification this year, compared to 13 the previous year. The SPC has been doing further promotion of the Safer Certification process including congratulating organisations who achieve it on social media and in the monthly newsletter, this began in November 2023. This has resulted in more enquires on what the process involves and has resulted in some different organisations applying for the first time. The SPC has also fully updated all the policy templates used for the process to make this easier for members to achieve, as well as creating a new policy template for online safety. In light of the passing of The Online Safety Act 2023 we have added an extra policy requirement to the Safer certificate process, of organisations being required to submit an online safety policy and online acceptable usage agreement.

Action-To have more members achieve The Safer Certificate and renew this each year. This forms a target on 2024-2027 business plan, and we have additional measures to implement to aid achieving this target.

Communication and Feedback from Members

Safer currently has six main ways of communicating with, and seeking feedback from, Members:

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 2024-2025, 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.

One of the most significant improvements to our communication with members is the rebranding of Safer, which occurred in August 2023, and was fully implemented in September 2023. The steering group and safer trainers were involved in the rebranding decisions. Safer was supported by a graphic designer at Norfolk County Council. The most prominent change was a new logo, which represents working together with organisations to get safe and positive outcomes for children.

All Safer's marketing assets were rebranded which included:

- Logo
- Font
- Colour palette
- Social media graphics and templates
- PowerPoint templates
- Course Certificate templates
- Delegate workbook template
- Letterhead
- Flyers and brochures
- Business cards
- Roller banner
- Website header
- Images of children and adults to represent who we work with and support

The aim of the rebrand was to give Safer a fresh and professional new look and align it to the design and colours of the NSCP to show our partnership. A further aim was to provide consistency in terms of the look of content being posted on social media. Having set templates to use makes posts stand out more and draws people's attention to read the content with the template. Feedback received from partners and members has been positive.

Newsletter

The Safer newsletter is sent out to all members at the start of each month. 56 out of 65 respondents stated in the annual survey that they had read the newsletter, which represents 86%.

The newsletter is our main form of communication with all groups and organisations who are members. The newsletter is sent out monthly. 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.

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

“The newsletters are great as an update”.

“The newsletters are beneficial to read and understand updates”.

“The monthly newsletter is also informative and shares a lot of relevant training opportunities”.

“Newsletter come at regular but not overwhelming intervals. Information is clear Directions clear.

“Safer shares valuable information and opportunities to benefit our organisation”.

Some of the feedback in the previous survey indicated that having the newsletter send out in a PDF format as an attachment was not user friendly and made it harder to read due to accessibility issues. As of January 2024, a new newsletter structure with clear sections have been introduced to make it even more accessible and easy to duplicate:

- Introduction section
- Safer courses
- Free member workshops
- NSCP Courses
- Latest News
- Norfolk News
- Other Training Opportunities
- Stay in Touch

Facebook Group

A Facebook group was set-up in November 2021 which is moderated by the SPC. 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 of March 2024 we had 400 members, this is an increase of 43 members in this period.

One of the main difficulties with the Facebook Group is 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 SPC 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.

A difficulty with having a closed group, is that members sometimes want to share posts and content with their own staff and volunteers on their own social media platforms, however this cannot be done in a closed group format.

Despite having 400 members in the Group, engagement and reach on posts are still low, so this is an area which still requires consideration on how to get this work most effectively. Also, it will be worth exploring whether to create a Facebook Page to promote overall awareness, and then have the closed group and reset it up from scratch to ensure only safer members are in the group. The SPC is also going to explore the rules on creating video content for the group as videos are more engaging content.

Website

The Safer Programme sits on the Norfolk Safeguarding Children Partnership Website. Previous feedback from Partners, and Members was that the Safer pages of the website are not user friendly or easy to navigate. The website was updated in September 2023, as part of the rebranding and the text used was reviewed and updated. The website can be viewed here: [Safer Programme page | Norfolk Safeguarding Children Partnership | PWWC \(norfolkscp.org.uk\)](https://www.norfolkscp.org.uk)

LinkedIn Page

A new LinkedIn page was set up in December 2023. Anyone can follow the page; it is a further way to promote Safer and what we offer. LinkedIn also provides a different audience, as it is aimed at professionals, so it is making our presence known in another area. It is also a great way to network with other professionals and organisations, who can also promote and share what we do at Safer. As of the 31st of March 2024, the page had 82 followers, which is a great starting point. The page can be accessed here: <https://www.linkedin.com/company/101315987/>

Annual Survey

The Annual Survey ran for 6 weeks between 11th of March-19th of April 2024. 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 newsletter, the Facebook group and LinkedIn 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 73 responses this year, roughly 10% of members. This was in comparison to the 62 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 again to see so few responses from our members. To try and get more surveys completed this year, we also ran a competition where all those completed would be entered into a draw to win 1 free place on one of our Introduction level courses.

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. Of those who responded the following data was received

- on the type of training which has been accessed: online 66% (48), bespoke 8% (6) and face to face 33% (24).
- (89%) 65 of those who responded read our newsletter.
- (36%) 26 had joined the Facebook Group.
- (41%) 30 of those who have responded had contacted Safer for advice.
- (52%) 38 accessed the policy templates.
- (18%) 13 have attended a workshop.
- (5%) 4 followed LinkedIn Page.

Looking at the above data, all the repeated questions have increased slightly from the previous year, which could be attributed to the way we continue to improve communication with members with regards to our offer. It is great to see that members are already following us on our LinkedIn page which was only set up in December 2023.

One of our repeated questions is: *Do you think yearly Safer Membership fee is good value for money?* This year it was rated 9 out of 10, the previous year 8.7, so a .3% increase this year. One of the business plans targets is for membership to be viewed as worthwhile, and connected to this moving forward is to introduce more benefits for members.

Members were asked how satisfied they are with the level of communication that they currently receive from Safer. The average rating for this year was 9 out of 10, compared to 8.9 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:

- help and advice is easily accessible,
- they are always there if we need help,
- they provide a prompt efficient service,
- they provide useful advice,
- it is really great support and communication,
- a very clear and reliable service,
- it's a great support system which we know we can always pull on for help.

It is great to see these positive comments and that there has been an increase in the level of satisfaction, as this is an area we are constantly striving to improve on in line with the business plan.

Members were asked how satisfied they are with the range of training currently offered by Safer. The average rating for this year was 8.6 out of 10 which is a slight improvement, compared to 8.5 previously.

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

- The training has been professionally done, as well as very informative and relevant. You have time to discuss and ask questions.
- We have accessed both the online and in person training which has been accessible and suitable for our needs.
- The training myself and my team has received has been extremely helpful and very well delivered.
- You cover everything and you help us choose what's needed and when. Brilliant.

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 SPC has regular communication with the trainers about the courses so suggestions and feedback can be acted upon in collaboration with all those involved in course delivery.

However, there were some comments made for us to consider in terms of further improving what we offer:

1. It would be helpful for Safer to send out reminders when delegates need to renew their training.
2. More face-to-face training.
3. Training we applied for was cancelled due to low numbers.
4. Not much available in the evenings.

Regarding the points above, we will address these in turn. The suggestion regarding sending reminders to organisations when a delegate's training is up for renewal is a useful idea to consider. As Safer is such a small team, we will need to consider

whether there is the capacity to do a task such as this to and what system could be implemented to do this effectively.

The difficulty we have with offering additional face-to-face training, is our ongoing challenge with occasional limited delegate take up, which then causes the third point in the list-having to cancel courses due to low numbers. Even with the face-to-face training we are offering, there are sometimes 1 or 2 spaces left on these courses. Early Years, who commission us to deliver all their training, only commission delivery in an online capacity due to the extra cost implications of booking venues. Within the last year we have also had difficulty finding suitable, accessible, and affordable training venues for face-to-face courses.

We do offer at least one face-to-face session per term on the most popular courses that Safer deliver: Introduction to Safeguarding Children, Core Programme and Designated Safeguarding Person. We also offer one of these per term in the evening as well. Again, we do sometimes struggle to fill evening sessions, so at present adding additional evening sessions would not appear to be viable.

People rated the quality of Safer training as being 8.5 out of 10, compared to 8.4 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:

- This has been some of the best training we have attended.
- Lovely trainers, very friendly and good communication.
- Focused, comprehensive and the option for follow up questions.
- The training offered has been extremely helpful and delivered really well.

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.

However, there were some comments made for us to consider in terms of further improving what we offer, as it would be great to increase this rating:

1. Face to face training is a higher quality than online training.
2. For Introduction or DSP Course to have more advanced content for staff that has attended them more frequently or have years of experience.
3. More delegate involvement in online courses.
4. Sometimes I feel training is not updated or is as engaging as it could be.

The points above will now be considered. It is more challenging to make online training as interactive as face-to-face sessions, however we do already have

interactive elements within our delivery on Zoom, including break out rooms and polls. However, when each course is reviewed this area will be considered further. *Action-to explore other interactive features on Zoom and see what additional features can be added into online courses to offer more delegate engagement and to improve the delegate experience.* With regards to the feedback that training had not been updated; every course had an update in 2023, to incorporate the changes to early help, the introduction of the Continuum of Needs Guidance, the updates to Working Together 2023. In addition, courses such as Online Safety and Safeguarding Lead Practitioner Refresher had a complete rewrite. The point on having more advanced content for those who have done Introduction, or the Designated Safeguarding Person (DSP) course is a difficult one to address. The Safeguarding Refresher course was specifically written for those who have attended DSP or Core, yet it has been cancelled repeatedly due to low bookings and we have now decided not to offer it in 2024-2025 for this reason. Something which has been discussed between the SPC and Safer trainers is to consider creating an Introduction Refresher course, because this is our most delivered course and delegates are expected to repeat it every 3 years. As such a refresher would offer delegates something different and this could be pitched at a slightly higher level. *Action-The SPC will explore this further in 2024-2025.*

A further repeated question asked was regarding how much Safer membership has benefitted your organisation. This year it has been rated 8.7 out of 10, compared to 8.4 out of 10, which again is a 3% improvement so a slight improvement.

Positive comments here included:

- It's helped us to keep updated, and access training we would not be able to otherwise afford, given us an opportunity to review our practice with expert advice and again safer certification, which is great for families who use our service.
- Gave us support and safety as a small organisation supporting young people. We feel more confidence in areas of safeguarding and will continue to subscribe.
- The safeguarding trainings have been of a higher quality than previous ones I have completed and the support with my safeguarding policy (including keeping it updated) is more thorough than support I have previously received.
- Always approachable. Always felt heard and listened too, especially when dealing with tricky situations.
- It gives us peace of mind to know that we have covered the bases, and we are putting the right processes in place.
- We received valuable support when preparing our Safeguarding policy which we submitted several times until it reached the required level. The training offered has enhanced our level of practice and offers reassurance to our parents.

An additional new question was added to the survey last year based on steering group feedback, which was: '*Do you feel your Safer Membership has increased your confidence to make a safeguarding referral?*' Feedback was as follows: this year 72% yes, to some extent 24%, 2 no%. Overall, an increase in confidence in this year's results by 5%. The main difficulty with the feedback for this question, is that the person completing the survey might also be the named safeguarding lead and may already feel confident to do this, thus it is a difficult question to analyse.

Members were asked what Safer is currently doing well and what we could do better.

What the Safer Programme is doing well:

- Newsletter
- Offering advice and support
- Quality training
- Good communication
- Helpful and friendly support
- Clear information and good resources
- Policy reviews
- Providing updated information on changes in legislation and guidance

It is great to see that the areas above have been highlighted as positives because some of these are specific areas we have worked on during the last year. For example, we have worked on improving our communication with members, by having the rebranding and updating the newsletter format, we have updated our policy templates as well.

What the Safer Programme could do better:

- A wider range and variety of courses.
- A visit to organisations who would want it.
- Offer more face-to-face courses and in a wider range of locations.
- Publicise more that we exist and what we offer.
- Face-to-face networking for safer members.

With regards to what we could do better, we will address these points in turn. Safer needs to have evidence that there is sufficient demand to be able to offer different types of courses, as a considerable amount of time is involved in course creation. In the past courses have been developed based on feedback from course evaluations; however, when courses have been created the demand has not been there, this is true of Safeguarding Refresher, which was cancelled on numerous occasions, and

the continued low uptake of numbers of Online Safety. Nevertheless, there are plans in 2024-2025 to offer a new course covering Harmful Practices, which will cover honour based abuse, female genital mutilation, modern slavery, and human trafficking.

The SPC has visited organisations in person and offered support when needed. However, this is something which could not be offered more widely due to the other commitments of the role. The SPC regularly has Teams meetings with members if they need additional support or advice. Offering more face-to-face courses, and the challenges of this, has already been considered above.

Safer is always looking for ways to promote our service and publicise what we do, and this is a standard agenda item at each steering group meeting. It was also a question on this survey: 'Do you have any ideas on where and how we could promote Safer?'. Some of the responses provided are activities already undertaken by Safer. However, there were other ideas which require further exploration, such as: using the local county council, linking up with the LSCGs, the Norfolk Magazine and or other local area magazines. The idea of having face-to-face networking meeting for Safer members certainly has potential and could be a further benefit to consider introducing to members moving forward. *Action-the SPC will consider doing quarterly meetings like this online initially to gauge interest before exploring the face-to-face option, which will have a cost implication.*

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. The feedback has also been used in writing the business plan for 2024-2027.

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 2023-31st March 2024 a total of 1391 course evaluation forms were completed. This is approximately 53% of attendances- a 2% decrease from the previous year. It is sometimes a challenge to get evaluation forms completed; however, each course PowerPoint has a QR Code on it to make accessing the evaluation form easier. Delegates are also resent the evaluation link in the email with their course certificate.

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

249 delegates have provided the following feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	219 (88%)	27 (11%)	2 (less than 1%)	0
Trainer's presentation and delivery style	172 (69%)	69 (28%)	8 (3%)	0
The extent to which course objectives were met	214 (86%)	33 (13%)	2 (less than 1%)	0
Quality of course materials and handouts	188 (76%)	58 (23%)	3(1%)	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

487 delegates have provided feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	441 (91%)	46 (9%)	0	0
Trainer's presentation and delivery style	353 (73%)	74 (25%)	3 (2%)	0
The extent to which course objectives were met	425 (87%)	57 (12%)	5 (1%)	0
Quality of course materials and handouts	359 (74%)	120 (25%)	7 (1%)	1 (less than 1%)

It is 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 September 2023 and this is reflected in the high percentage of positive feedback that has been received on both courses.

Feedback from Core Programme

114 delegates have provided feedback.

Question	Excellent	Good	Fair	Poor
Trainer's knowledge of the subject area	101 (89%)	12 (11%)	1 (1%)	0
Trainer's presentation and delivery style	86 (75%)	25 (22%)	3 (3%)	0
The extent to which course objectives were met	99 (87%)	0	15 (13%)	0
Quality of course materials and handouts	88 (77%)	25(22%)	1 (Less than 1%)	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.

In the Core Programme course the area that needs further exploration is on the question regarding 'the extent to which the course objectives were met'. This course was last reviewed and updated in September 2023, to link in with the release of the Continuum of Needs Guidance. However, when this course next has a review, the learning objectives will be reviewed to ensure they still fully match the content within the course being delivered.

Ongoing Monitoring

Feedback forms are continuously monitored by the SPC and are shared with the trainers. On the rare occasions that negative feedback is received this is always followed up and the delegate is offered a meeting with the SPC to discuss their feedback further, this allows us to see if changes need to be made or what improvements can be implemented. The SPC also observes each course every year, as well as observing each trainer delivering a course. A larger review of all newly written courses is carried out six months after they have been written and thereafter annually.

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.



I first heard about the Safer programme when I attended a refresher training course for the SLP. At the time I thought that this was a great idea to get our policies professionally looked at.

Communication between Safer and myself was outstanding to say the very least. Gemma was great in getting all my policies and procedures back to me so quickly. I can strongly recommend to every setting to join the Safer Programme, there is no negative point of the whole process it's easy and straight forward and the price is well worth all the benefits you receive.

Tina Grinsell-Manager & SLP of Swaffham Pre-school.



MTM Youth Services CIC, as a small local Youth Work organisation, is very grateful for the wide range of training that Managers and Youth Workers have attended, delivered in a very professional and enjoyable manner, and also the support and guidance we have received for writing and reviewing our Safeguarding policies.

Harry Town-Director - MTM Youth Services CIC

Working in partnership with the NSCP Safer Programme has been an incredibly rewarding experience for Momentum (part of Voluntary Norfolk). This collaboration has significantly amplified our efforts to promote the safety and well-being of children and young people in the Norfolk community.

From the outset, the NSCP Safer Programme team have demonstrated an exceptional level of skill, dedication, and expertise. Their comprehensive approach to safeguarding, coupled with their extensive resources and training, has greatly enhanced our own capabilities. Together, we have been able to deliver impactful initiatives that educate and empower youth work professionals, ensuring they have the knowledge and tools to help support children and young people stay safe.

One of the standout aspects of our partnership has been the series of workshops we have run surrounding Safeguarding children and young people. These workshops have been exceptionally well attended and have received overwhelmingly positive feedback from participants. The interactive sessions have not only raised awareness but also equipped attendees with practical strategies to ensure safety in various work environments.

The seamless collaboration between our services has resulted in the establishment of a robust support network, providing comprehensive and reliable assistance to youth charities in need and ensuring that every aspect of safeguarding is addressed effectively and efficiently. We will continue to signpost to the NSCP Safer Programme because they have been outstanding, and we consistently receive numerous compliments from youth organisations about the exceptional support and resources offered by their team.

In summary, working with the NSCP Safer Programme has been a fantastic worthwhile experience. It has not only bolstered our safeguarding initiatives but also strengthened both of our community ties, ensuring a safer future for Norfolk's youth. We look forward to continuing this valuable partnership and achieving even greater outcomes together."

Charlotte Berry-Youth Work Networks and Events Coordinator.

We have no hesitation in recommending The Safer Programme and continue to encourage all organisations working with children in the world of entertainment to consider membership. Those organisations we have referred to The Safer Programme have expressed how impressed they were with the support they received. The Safer Programme can help you develop a robust safeguarding culture in your organisation, which will not only help safeguard children in your care but also help protect your adult staff and volunteers as well as the reputation of your organisation. The cost of membership is also remarkably affordable, making this a real value for money investment.

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



We are grateful for the unwavering support of The Safer Programme in enhancing our safeguarding policies and procedures. Their expert advice, one-on-one support, and guidance have been invaluable. Thanks to their professional and dedicated approach, Active Norfolk is better equipped to ensure the safety and well-being of our community. I can't recommend this service enough, and Gemma has been instrumental in making safeguarding manageable and tailored to our organisation.

Anita Stewart-Sport Welfare Development Officer, Active Norfolk

As a service, we commission Safer to provide Child Safeguarding courses to the early year's workforce. In partnership with the trainers, courses have been reflected on to meet the needs of the delegates and cover upcoming trends in safeguarding. There is also a Safer certificate that some early years and childminders have worked towards in partnership with Safer to ensure that children stay safe in Norfolk.

This year we have worked particularly with Parent and Toddler groups ensuring that children, staff, and volunteers are safeguarded. Safer have reviewed their policies and offered support in this area. They have also been able to access Safer's first conference where the guest speakers covered safeguarding issues effecting children and young people. The talks covered domestic abuse, child exploitation, the impact of substance misuse, the impact of the Prevent Duty and Gambling harm.

We also worked with Safer to build stronger relationships with Russ Cole, Preventing Radicalisation Co-ordinator at Norfolk County Council. Through meetings and sharing of resources, we were able to keep the early years workforce up to date on what they need to know in the area of Safeguarding.

The Safer steering group continues to meet and expand and there are many groups represented. Early years, Active Norfolk, charities all working together to ensure that safeguarding is everyone's responsibility. The Safer Facebook Group and LinkedIn pages are great tools as reminders to training are posted there and celebration of Safer Certificates given to establishments who have completed the process are celebrated.

Gemma Lane, Early Years Intervention Officer, 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.

One way we actively work in partnership is at the Safer Steering Group. This group is made representatives from Active Norfolk, The Benjamin Foundation, Momentum Norfolk, Norwich City Football Club, a Safer Trainer, 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 physical 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. A new requirement was introduced in September 2023, for any provider approved to deliver activities under the Big Norfolk Holiday Fun, would also need to be a registered Safer Member. Providers could then claim the fee paid for Safer Membership back within their Big Norfolk Holiday Fund application. Within this period 44 providers joined Safer under this scheme. This scheme is still running until the end of 2024. In November 2023, the SPC delivered two safeguarding workshops to Big Norfolk Holiday Fun providers in partnership with Active Norfolk. These workshops covered writing a safeguarding policy, reporting safeguarding concerns to the Children Advice and Duty Service (CADS), managing allegations against those working with children and the role of the Local Authority Designated Officer (LADO). In September 2023, the SPC was also involved in Active Norfolk's Annual Review carried out by the NSPCC Child Protection in Sport Unit. Our partnership with Active Norfolk continues to go from strength to strength, with plans already in place to work in close partnership with the newly appointed Sport Welfare Development Officer. Part of this will be joint working to develop a new local approach to assisting and supporting club welfare officers, to create safer club environments and improved experiences for young people.

The SPC has links with the Norfolk County Council Child Licensing Department. Termly meetings are arranged between the SPC and the Senior Child Employment & Entertainment Officer, in addition to supporting each other outside of these times when issues arise.

The SPC continues to work closely with Momentum, in terms of offering advice and guidance to organisations they support, as well as attending Momentum Youth Work

Networking events both online and in person. In July 2023 the SPC delivered a session to 25 attendees on online safety when working with young people and carried out a consultation on what to include in the update of the online safety course. The feedback from the youth sector was added into the updated course content. These networking events provide 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 events next year. In January 2024 the SPC was also involved in helping to update Momentum's 'A Good Practice Guide to Involving Young Volunteers'.

The SPC also attends further networking opportunities. This includes the Voluntary Sector Forum quarterly meetings and The Sir Norman Lamb's Coalition for Young People meetings.

New working relationships have also been formed this year. The SPC now works closely with Georgina Mitchell who is the Regional Outreach Advisor (East of England) for the Disclosure and Barring Service. Georgina has been a wonderful source of knowledge on DBS related queries received from members. Georgina also reviewed the updated policy templates for Safeguarding, Safer Recruitment and Managing Allegations to ensure members were being provided with the correct information in terms of DBS checks and making Barring Referrals. Georgina has also delivered two workshops, which was highlighted earlier in the report. Having an expert to hand from the DBS has been beneficial in ensuring members are provided with the most current guidance and Georgina has been happy to speak to members directly too. The SPC has already planned for Georgina to deliver more workshops in 2024-2025.

The SPC also now works closely with Russ Cole - Preventing Radicalisation Co-ordinator in Children's Services. Russ has been a wonderful source of knowledge on the Prevent Duty in Norfolk and has supported the SPC to include a section on this within the safeguarding policy template. Russ has also delivered a Prevent Briefing session and again has been able to provide advice to the SPC on how to support members with Prevent related queries. The SPC has already planned for Russ to deliver more workshops in 2024-2025 and he is a speaker at the first Safer Conference in July 2024.

The SPC has begun to develop relationships in the tourism industry to promote what we can offer. Meetings have happened with: Visit East of England, Visit West Norfolk, Visit North Norfolk, Visit Great Yarmouth, and Visit the Broads. As a result of all these meetings an email campaign was sent out to all businesses registered with the above organisations promoting the Safer Programme, along with a flyer. As a result of the Visit the Broads meeting, the SPC attended the Visit the Broads AGM in March 2024. Here the SPC did a presentation about child exploitation happening in the tourism sector, along with the benefits of joining Safer. Unfortunately, despite these meetings happening very little impact has happened in terms of acquiring new

members from the tourism industry, as such this is still an ongoing area of work for the SPC.

The SPC has an ongoing working relationship with a Senior Adviser in the Education Quality Assurance, Intervention and Regulation Team at NCC regarding supporting alternative educational provision with safeguarding policies and procedures.

The SPC has continued to work in partnership with Becky Booth from the Norfolk Safeguarding Adults Board and Sarah Wolstenholme-Smy from Breckland District Council regarding the Recognising and Responding Course. This course was created in partnership with The Safer Programme and Norfolk Safeguarding Adults Board. It is unique as it covers both child and adult safeguarding and was aimed at district councils. 7 courses have happened in this period with 154 delegates trained. Quarterly meetings happen to review the number of courses delivered, feedback received and other opportunities to promote the course further. Due to further promotion of the course this year it has also been delivered as a bespoke session to 8 other delegates.

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 again for the next financial year April 2024-March 2025. As of the 31st of March 2024 116, Parent and Toddler groups had joined Safer through this route, an increase of 9% since the previous year. An update of the policy template issued to parent and toddler groups has also been carried out in March 2023 in partnership with the SPC and the Early Years Improvement and Inclusion Officer.

The SPC 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 SPC has also been involved in helping to update the Safeguarding in Early Years Toolkit.

The SPC 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 which is delivered to staff and volunteers working in Early Years settings. This arrangement is now in its 13th year. The courses on offer are Introduction to Safeguarding Children for Early Years, Safeguarding Lead Practitioner, Early Years Safer Recruitment, Early Years Online Safety, Safeguarding Lead Practitioner Refresher and Early Years Committees.

The SPC attended The Early Years Conference in May 2023 and was able to have a stall directly promoting the Safer Programme. This resulted in four new Early Years providers, becoming members. Two of these providers were childminders, who then went on to achieve The Safer Certificate upon becoming members.

In the year 2023-2024 Safer delivered training to 1245 Early Years delegates, compared to 1167 the previous year. This is an increase of 7%. Due to extra demand for Early Years course places in this period, we have allowed some extra delegates to join the Early Years courses, which has taken us over the normal 20 delegates per online course, which is why more delegates have been trained this year than the previous year. As a result of this, the SPC will be making a permanent change of increasing the number of delegate spaces in online training-see the future aspiration section for more information.

Future Aspirations

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> (norfolkscp.org.uk).

Below is a summary of what these goals are. As this business plan has only just been written and implemented, it is too early to assess progress towards them.

The first goal in the business plan is based on the 'Growth of the Safer Programme'. As already highlighted earlier Safer had a large increase of 159 new members join in the year 2023-2024, which represents an increase of approximately 69%. Our goal in the business plan is to have 1000 Safer Members by 2027. The SPC will continue to work in partnership with NCC Early Years to ensure we are providing a high-quality service to meet their needs in terms of the training we deliver and the parent and toddler groups we support. We will also continue to contribute to EY networking events so we can support them, but at the same time promote Safer. All courses delivered by Safer contain a PowerPoint slide promoting the programme to non-members. Safer has already begun working with the new Sports Welfare Officer at Active Norfolk, part of this is assessing the need for specific sport safeguarding training. The SPC will continue to promote the programme through networking opportunities. A further way to grow membership is to strengthen Safer's social media presence.

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 already evidence highlighted within this report that we are making 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. The rebranding of Safer has already supported us to improve our communication even further, with the new newsletter design and new brand assets. We are planning to continue to offer a wider range of free workshops on different themes or topic connected to safeguarding, to appeal to a wider range of members. We also want members to access more of the membership benefits including policy checking and the Safer Certification. These are great benefits, which are not being utilised fully as part of membership. In addition, we want to offer members even more benefits, with the first Safer Conference taking place in July 2024.

The third goal 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 update and 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 mentioned above, the SPC will explore Zoom when updating online courses to see what further interactive features can be added to training. As discussed in the report despite having a full course rewrite Online Safety is still having low numbers; therefore the SPC will need to see how we can generate more bookings. 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. As already mentioned, the SPC will be reviewing the course objectives for the Core course based on the feedback received.

The fourth 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 SPC 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 3-4 times a year. 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 SPC 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 SPC will explore more interactive and engaging features on Zoom when the courses are next updated to address the feedback provided in the annual survey.

Considering Safer's financial position as indicated in this report, there is now a fifth goal which is to ensure Safer is financially viable so that it is self-sufficient. There are actions in place which will be undertaken to help achieve this goal. The SPC will identify a wider range of organisations that could benefit from Safer membership and or Safer Training. As already highlighted earlier, there is still work to be done on promoting Safer within the tourism and hospitality sector. To increase the number of places in online courses from 20 to 25 to generate more revenue and satisfy the demand for extra training places, evidenced by course waiting lists for some courses during the last year. Earlier in the report it was highlighted that Early Years have needed extra course places during the last year as well. Safer membership costs to be increased to generate more revenue from 1st of September 2024.

Finances

The following table shows Safer’s financial position for the year ending 31st March 2024. Overall, a profit of £11,440 was made, compared to £5,756 the previous year. It is very positive to see what we made a larger profit than the previous year, despite delivering nine less courses this year. As already highlighted in this report, Safer is still facing its own challenges in terms of ensuring it can stay financially viable so that it remains self-sufficient and self-funded and continues to grow. Part of the 2024-2027 business plan sets out what measures are being taken to address this and targets are included to help ensure our financial sufficiency.

Balances for year ending 31st March 2024

Income

Annual Subscriptions	21,562	
Training	99,528	
	121,090	121,090

Expenditure

Co-ordinator/Project Manager Salary	35,980	
Admin Salary	32,336	
Mileage	237	
Trainers & Training Mileage	38,625	
Venues/Room Hire & Refreshments	1,922	
Stationery/New Pack Printing	0	
Office Expenses (Phones, Insurance, Online Booking System)	550	
	109,650	109,650

C/fwd
Balance 11,440

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
			Total committed to NSCP to date	£275,956

Conclusion

I hope this Report has provided you with a much deeper insight into the different aspects of The Safer Programme and service we offer to our Members. We have continued to grow during this last year, and therefore have been able to support even more members to safeguard children and young people. I am passionate to continue to grow Safer and I want all those working with children and young people in Norfolk to be aware of the support and guidance we can offer. I would like to thank all those partner organisations who support us and promote what we do. But most importantly I would like to thank each Safer Member, as without you there would not be a Safer Programme. I look forward to continuing to work with you all so that we can keep children and young people safer in Norfolk.

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-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.