



Training and Consultancy Services

Evaluation

May 2010

Acknowledgements

This evaluation was commissioned by AVA (registered charity no: 1134713/registered company no: 7092449) and written by Sophie Howes.

Contents

| | |
|--|----|
| 1. Introduction | 4 |
| 2. Analysis of post-training evaluation forms..... | 6 |
| 3. Analysis of the AVA online surveys..... | 8 |
| 4. Analysis of telephone interviews | 10 |
| 5. Recommendations | 16 |
| 6. Conclusion | 16 |

Annex A

Annex B

Annex C

1. Introduction

AVA (Against Violence and Abuse) is a second tier charity working with organisations and agencies working in the statutory and voluntary sector (as well as individual practitioners) who wish to improve their responses to issues relating to ending violence against women and girls. The organisation was set up to continue the work of the Greater London Domestic Violence Project which was previously a project of London Action Trust. The key aims of AVA are:

- To challenge, enable, encourage and support all agencies and communities to contribute to achieving our vision of a world free from violence against women and girls.
- To offer a range of high quality and expert services to facilitate specialist and generic agencies to contribute towards our vision.
- To identify and fill gaps in the field, find innovative solutions to current and emerging situations and inspire an effective strategic approach to reducing and preventing violence against women and girls.

AVA provides a wide range of services across a number of areas of expertise:

- The Stella Project addresses drug and alcohol related domestic and sexual violence, by working to improve the way services are delivered to survivors, their children and perpetrators of domestic and sexual violence affected by problematic substance use.
- The Children and Young People's Project works to improve the safety and redress the imbalances in opportunity for children and young people witnessing or experiencing violence against women.
- The Health Project aims to bring together practitioners from both statutory and voluntary sector health agencies and those working in the violence against women sector to promote skills sharing and partnership working.

The services provided by AVA include: training and consultancy services; good practice guidance; resources and information for use by professionals; advice and support; and hosting a number of information and networking events.

The evaluation will refer to the Greater London Domestic Violence Project where appropriate particularly in relation to the name of documents produced before the operation of AVA.

Training and Consultancy work conducted by AVA

From 10 November 2008 – 10 May 2010, AVA conducted 121 days of training, and 59 pieces of consultancy¹. 30 of these days were 'open' training days; organised by AVA with delegates booking themselves on individually. The other 91 days were 'bespoke' training days, where AVA was commissioned by an organisation to hold a training event for a specific agency. A total of 1572 people attended these training days, 349 people attended the 'open' training days, whilst 1223 people attended the 'bespoke' training days.

¹ Consultancy has been recorded as 'pieces' that can range from 30 minutes to ten days in length. For more information see Annex A.

Evaluation Methodology

This evaluation has been commissioned with the following objective:

- To assess the impact of the training and consultancy services provided by AVA over the last 18 months, in particular the extent to which the involvement of AVA has resulted in a positive change in policy and practice by practitioners and agencies, by improving their responses to issues relating to ending violence against women and girls.

The evaluation includes data collected by three distinct methods: post-training evaluation forms collected after each training event; the results of two online surveys conducted by AVA in the last 18 months; and a series of semi-structured telephone interviews with professionals who have commissioned the services of AVA. The data is a mix of qualitative and quantitative data.

Nine telephone interviews were conducted, each evaluating a large piece of training and/or consultancy work conducted by AVA in the last 18 months. The most substantial pieces of work that AVA had conducted over the time period were selected. These pieces of work were defined as 'substantial' by being either a package of more than one training course, more than one day of training with additional consultancy and support or consultancy that involved more than one day of work for an AVA staff member. The 16 organisations who commissioned these pieces of work were each contacted on two separate occasions by email and by phone in order to give details of the evaluation and invite them to take part. Ten organisations responded to these requests and nine were available for interview during our allocated time. Phone interviews were arranged using a semi-structured interview style and conducted between 27 April and 7 May 2010. The interviews were not transcribed, however detailed notes were taken.

The evaluation is structured in the following way. Firstly there is an analysis of the data from the post-training evaluation forms, followed by an analysis of the results from the online surveys conducted by AVA. This is then followed by an analysis of the semi-structured telephone interviews with professionals who have commissioned the services of AVA. The report finalises with recommendations and a conclusion.

2. Analysis of post-training evaluation forms

Every delegate attending an AVA training is asked to complete an evaluation form at the end of the course. Delegates score a number of statements on a scale of 1-5 [1 strongly disagree to 5 strongly agree]². The following analysis is based on the cumulative data from the 973 delegates who returned evaluation forms after the AVA training.

| | Strongly disagree | | Slightly | | Strongly Agree |
|---|-------------------|------|----------|-------|----------------|
| | 1 | 2 | 3 | 4 | 5 |
| My knowledge and understanding on the topic of which I was trained has increased | 0.3% | 1.4% | 8.6% | 39.8% | 50.0% |
| My confidence in working with the issues I was trained on has increased | 0.2% | 1.1% | 11.1% | 53.7% | 34.0% |
| My understanding about how to implement changes to my working practice to address the issues has improved | 0.1% | 1.7% | 12.9% | 54.6% | 30.7% |
| My awareness of the cultural and diversity issues involved in the topic I was trained on has increased | 0.6% | 5.0% | 27.1% | 42.6% | 24.6% |
| I believe the information and/or skills I gained today will prove beneficial to my organisation and its work in the future | 0.3% | 0.5% | 5.4% | 38.2% | 55.6% |
| I found the trainers to be knowledgeable of the subject matter | 0.5% | 0.2% | 0.3% | 12.2% | 86.8% |
| The pace of the training was about right | 0.5% | 1.1% | 6.5% | 31.6% | 60.2% |
| I felt involved/ engaged | 0.3% | 0.2% | 2.78% | 23.8% | 72.9% |
| The handouts were useful | 0.4% | 0.7% | 3.3% | 22.8% | 72.9% |

As this table illustrates, the feedback from the training courses provided by AVA is hugely positive. 98.4% of the delegates evaluated felt that their knowledge and understanding on the subject in which they had been trained had increased, with 50% strongly agreeing that their knowledge and understanding had increased. Furthermore 98.2% of the delegates evaluated felt that their understanding of how to implement changes to their working practices to address the issue had improved. One delegate commented:

I have gained a lot of knowledge from this course and I can use this knowledge when working in homes or being aware of what I look for when meeting families or how to respond when a disclosure is made.

² To view the post-training evaluation form see Annex B.

98.8% of delegates evaluated felt their confidence in working with the issues concerned had increased, one delegate described the training as *'very good training – I feel more confident about working with and around domestic violence.'*

The post-training evaluation data demonstrates the effectiveness of the AVA training courses at providing delegates with the knowledge and skills to work more confidently with the issues at hand, which in turn gives a clear indication of the positive impact of the training services provided by AVA.

One area of the results that could be examined in more detail are the results for questions two, three and four, which are the only results where the majority of delegates do not rate the training 5/5 (however the majority do rate the training 4/5 which indicates that the training is of a very high standard). The qualitative data from the training evaluation forms (i.e. the comments provided by delegates) and what we know about the delegates themselves and the sectors they work in can give an idea about why this might be.

We know that the majority of the delegates trained by AVA are working either in the statutory or voluntary sector; the majority will be providing frontline services to marginalised people who may present with a complex range of needs. Many of the delegates will be managing a high work load and working with limited resources. Furthermore they may be working within organisations that have their own structures and procedures in place, and they will be required to manage a number of competing priorities. This may result in a number of barriers to overcome before positive change can be implemented within their organisations. This will have a knock on effect on how effective they feel the training can be when they fill out the post-training evaluation forms. It is important to consider that when working with such complex issues a one day training course may not be sufficient to fully install confidence in practitioners and delegates could be left with the realisation that they need to attend more training or undertake more reading and research in the topic area (a useful realisation in and of itself). This is explored in more detail below.

One comment by a delegate *'could you email our managers?'* illustrates the importance of commitment at a senior level to ensure that effective change to working policies and practices can happen within an organisation.

There will be many external factors that will compromise the impact of the training AVA provides; these are a result of working with complex and challenging sectors such as the drug and alcohol sector and the violence against women sector. However AVA can and does aim to respond to these barriers faced by professionals who are committed to making positive changes within their working lives, so that delegates who attend AVA training are supported to overcome these barriers where possible.

There are two key themes that emerge from the qualitative data from the training evaluation forms that will be explored in more detail throughout this report.

a) Continued engagement with AVA

A number of delegates who completed the training evaluation forms commented on the need for further training or support to ensure that they were able to implement positive changes to their working practices as a result of the training.

Excellent training, excellent delivery – I could spend at least an extra day on the content.

I have learned a lot but I am concerned about putting it into practice.

Please organise more or similar training to empower us to deal with domestic violence.

These quotes illustrate that although the training provided by AVA is of a very high standard, some delegates felt they could benefit from further training, or continued support in order that they could make best use of the knowledge and skills gained from the training course in their working lives. Continued engagement with AVA in some way would undoubtedly have an impact on the levels of confidence and understanding in working with the issues at hand, which would in turn increase the level of impact the AVA training has on instigating positive change within those agencies that want to improve their response to issues relating to violence against women and girls.

b) Ensuring delegates are attending the right course

AVA offers a range of courses and often delivers courses at two different levels; intermediate and advanced. AVA trains a diverse range of professionals, from a number of different sectors, so it is difficult to judge the levels of knowledge and understanding that a group of professionals may or may not have on the subject in which they are being trained.

I enjoyed it all – probably discussing the drug categories was the least useful – as I've done loads of drug training.

Maybe we need to do a drugs and alcohol course before this training? Slower pace as there is lots of info.

By ensuring that delegates are attending the most appropriate training courses for their needs, the levels of confidence and understanding described by the delegates in the post-training evaluation forms may improve. This will in turn equip delegates to utilise the knowledge and skills learnt in the training within their working lives more effectively.

3. Analysis of the AVA online surveys

AVA conducted two surveys which were analysed as part of the evaluation.

The first survey; *The Greater London Domestic Violence Project – Your Services* was circulated in April 2009 to a wide number of contacts, the survey was essentially a mapping exercise, consulting with stakeholders about their engagement with AVA, and whether they had any support or guidance needs that were not being met, within the field of violence against women. 110 respondents completed this survey.

The second survey; *GLDVP Open Training Delegates 2009*, was circulated in December 2009, to all delegates who had attended an 'open training' course in 2009. The survey asked respondents about the impact the training they had attended had had on their working policies and practices. 35 responses were received to this survey.

Both surveys consisted of some questions where delegates were asked to score their involvement with AVA in terms of how much it had influenced their work (on a scale of not at all/a little/a lot) and some questions which were more open ended to allow for more in-depth comments³.

The feedback from these surveys was overwhelmingly positive:

- 100% of respondents to the *GLDVP Open Training Delegates 2009* survey felt that the training had helped them improve their responses to service users in relation to their support needs;
- 96% of *The Greater London Domestic Violence Project – Your Services* survey respondents who had engaged with the Children and Young People's Project felt that this engagement had influenced their work in some way and;
- 95% of the respondents from this survey that had engaged with the Stella Project felt it had influenced their work in some way.

The more in-depth the engagement with AVA had been, (for example via training or consultancy work) the more likely respondents were to feel that their involvement with AVA had influenced their work 'a lot'. For example:

- 69% of respondents to *The Greater London Domestic Violence Project – Your Services* survey who had been involved with the Children and Young People's Project either through training or consultancy felt that this involvement had influenced their work 'a lot'.

Where engagement with AVA had been ad hoc and informal, for example via a newsletter, attending events, or accessing resources via the AVA website, it was the use of AVA resources which had had the most influence over people's working practices.

- 63% of the respondents to *The Greater London Domestic Violence Project – Your Services* survey who had accessed the Stella Project Toolkit felt that it had influenced their work 'a lot';
- 98% of respondents who had accessed AVA resources from the AVA website felt that these resources had influenced their work in some way and;
- 58% of respondents felt the resources had influenced their work 'a lot'.

Training and consultancy appears to be an effective way to ensure that the good practice AVA is developing and promoting results in a positive change in policy and practice by practitioners. However this requires continuous high level involvement with AVA, which is not always practical for AVA for obvious capacity reasons. It also may not be welcomed by the agencies that AVA works with, as budget cuts and funding issues become more of an issue in the coming years and organisations are forced to prioritise training and consultancy needs across a number of competing issues.

One solution could be for AVA to continue to develop high quality online resources, which are clearly highly valued by the practitioners who have used them, as they find them an effective tool for effecting positive change in their working policies and practices. These could be tied to the different training courses and highlighted to training delegates by means of a follow up email post training. Furthermore by developing online resources, AVA can continue to provide the support and guidance

³ To view the surveys in full see Annex B.

that some delegates felt they needed following a training course, as identified in section one of this evaluation.

4. Analysis of telephone interviews

Nine semi-structured telephone interviews were conducted between 2 April 2010 and 5 May 2010, with eight different professionals⁴ who had commissioned either training or consultancy services from AVA. Each interview lasted between 15 and 45 minutes. The analysis from these interviews is presented thematically, however a short preamble offers a profile of each interviewee and the work that was commissioned.

Interviewee One is a Domestic Violence Co-ordinator for an outer London Borough Council. Her team commissioned four one-day training courses and two half-day training courses from the Stella Project: *Working with Domestic Violence Perpetrators within a Substance Misuse Agency*; and *Promoting Good Partnerships between the Domestic Violence and Drug and Alcohol Sectors*. Interviewee one has been involved in commissioning the more recent training about developing good partnerships, so her comments are based on this experience. This training took place in March 2010.

Interviewee Two is a Domestic Violence Co-ordinator for a Local Authority in England. Her team commissioned nine one-day training courses from the Stella Project, as well as inviting a member of the Stella team to facilitate a workshop and speak at a conference on the link between domestic violence and problematic substance misuse. The following training courses were commissioned: *Substance Use Theory and Practice Level 1 for the Domestic Violence Sector*; *The Links between Domestic Violence and Problematic Substance Use*; *Domestic Violence Theory and Practice Level 1 – for the Drug and Alcohol Sector*; and *Promoting Good Partnerships between the Domestic Violence and Drug and Alcohol Sectors*. These training courses were delivered between November 2009 and March 2010.

Interviewee Three is the Co-ordinator of a county-wide Domestic Violence Forum. The partnership commissioned the Stella Project to provide consultancy to support the development of a substance use, direct enquiry and domestic violence training package. The support provided by the Stella Project included the development of an electronic training needs analysis, the development of a training template, suggestions and tips for learning activities that could be used during the training including localised case studies and exercises, and the ongoing analysis and review of the draft training package as it was being developed by the Forum. This work took place in June 2009.

Interviewee Four is the Domestic Violence Policy Adviser within the Violent Crime Unit (VCU) at the Home Office. The VCU commissioned AVA to undertake the evaluation of a pilot project designed to support women with no recourse to public funds, who entered the UK on a spousal visa or partner visa and are eligible to apply for Indefinite Leave to Remain under the domestic violence rule. The pilot project has now been extended until August 2010, therefore AVA was asked to produce an Emerging Findings Report, in anticipation of a fuller evaluation at a later date. This work took place between December 2009 and March 2010.

⁴ One professional commissioned AVA twice in the 18 month period whilst in two different job roles and was therefore interviewed twice.

Interviewee Five is the Domestic Violence Co-ordinator for a Crime and Disorder Reduction Partnership in a Local Council in England. Her team commissioned AVA to provide consultancy services for the development of a consultation and domestic violence strategy for the local area. The support provided by AVA included: helping develop questionnaires; facilitating focus groups; and attending a strategic planning day as part of the consultation process. AVA has continued to provide ongoing support and supervision now that the strategy has been launched. The majority of this work took place between October 2009 and January 2010.

Interviewee Six is the Local Safeguarding Children's Board (LSCB) Development Officer in a London Borough Council. AVA was asked by the LSCB to carry out a number of projects including: delivering training days on working with adolescents experiencing domestic violence; facilitating workshops on the impact of domestic violence on under 5's and their mothers; and the co-ordination of a community groups project which is currently being rolled out. Interviewee Six has been involved in commissioning the training days on working with adolescents experiencing domestic violence, therefore her comments are based this experience. These training days took place October 2009 - March 2010.

Interviewee Seven is the Service Development Manager of a national umbrella group for domestic violence support services in Ireland. The group commissioned AVA to deliver seven one-day training courses, and four two-day training courses. The one-day courses commissioned were: *Supporting women in refuges experiencing problematic substance use*; *Supporting women experiencing problematic substance use* (Support and Outreach workers); and *Implementing an Effective Substance Use Policy in Domestic Violence Services in Ireland*. The two-day training course was *Supporting Survivors Experiencing Problematic Substance Misuse*. These training courses took place between June 2009 and March 2010.

Interviewee Eight was the Alcohol Policy Delivery Manager within the Alcohol Strategy Unit (ASU), at the Home Office. During his employment at the ASU, Interviewee Eight commissioned AVA to run three training events for Alcohol Arrest Referral Workers between March 2009 and April 2009. The training days were designed to increase the knowledge and understanding of Alcohol Arrest Referral Workers about domestic violence, so that they are able to carry out safe and sensitive enquiries and make appropriate referrals.

Interviewee Nine is the VAWG Prevention Policy Lead within the Violent Crime Unit (VCU) at the Home Office. The VCU commissioned AVA to act as an advisor on a national campaign on teen relationship abuse. The VCU prepared a national campaign to address young people's attitudes to abuse within relationships, including a TV advert, several posters, a leaflet, guidance for teachers, radio adverts, and a dedicated website. An advisor from the Children and Young People's project at AVA attended meetings, read through and edited scripts and content, and co-wrote some of the literature for this campaign. This work took place between January 2010 and April 2010.

The general feedback from the telephone interviews was extremely positive. All of the interviewees spoke highly of AVA, commending their efficiency, organisation, and wealth of expertise⁵:

⁵ Please note these quotes are not word for word as the interviews were not recorded, however they have all been verified by the interviewees themselves as an accurate record of what was said.

The staff are great, the trainers are professional and knowledgeable, I wouldn't hesitate to use them again. (Interviewee Two)

AVA are an easy and organised training agency to work with. I recently organised a six month training programme and AVA were one of the training agencies I wanted to work with on this. They listen to what's happening locally in your partnerships and can tailor the training for purpose. (Interviewee One)

They provided me with support practically, for example attending conferences and meetings, however they also provided me with support on a more strategic level. Through AVA I got a sense of what is going on in other parts of the country and they kept me up to date with policy; it's great to have that support when you're the only one working on domestic violence in your area. (Interviewee Five)

I have been working in this field (violence against women) for 15 years, and this has been the most exciting, innovative project I have been involved with. AVA are an example of really good practice – one of the best I have come across. (Interviewee Seven)

AVA have a good understanding of the processes and procedures of government departments, similarly they have an excellent understanding of the violence against women sector. I found their report really helpful; because they have this understanding of the environment we work in, our stakeholders, and what we're trying to achieve, a lot of the recommendations in the report are achievable. (Interviewee Four)

All the interviewees were asked about the impact of the work they had done with AVA. Assessing the impact was more difficult for some interviewees than others. Some had established evaluation procedures in place, or specific measurable outcomes of the work that had been done. However others had no way of monitoring whether the work of AVA had made a difference to working policies and practices related to issues of violence against women in their area. For example Interviewee One has an established evaluation process in place, which will involve going back to all the delegates who attended the AVA training and asking them about the impact the training has had on their work and how these outcomes compare to the needs assessment they completed at the beginning of the training course. However Interviewee Six described the difficulty of monitoring any changes in policy and practice, as the delegates had come from such a diverse range of professions and sectors.

Interviewee Two felt she had similar problems trying to monitor any impact or outcomes from the training provided by AVA, as the delegates had come from a diverse range of organisations across the local authority. She described the training as a 'drop in the ocean' as a relatively small number of staff had been trained from such a large organisation. This presents its own set of difficulties for organisations that want to improve their responses to issues relating to violence against women and girls. Despite these difficulties in monitoring outcomes interviewees described some very real measurable successes that demonstrate the positive impact the work of AVA has had on the working policies and practices of the organisations involved.

As a result of the work we did with AVA we have developed a substance use policy for domestic violence services in Ireland that has been hugely successful. (Interviewee Seven)

The consultation and strategy we developed with the help of AVA has been successful in raising the priority of domestic abuse. There is more engagement at a strategic level which we never had before, it was just practitioners. (Interviewee Five)

Our substance use, direct enquiry and domestic violence training package (developed with consultancy support from AVA) has been rolled out to 150 drug and alcohol workers across the county, the feedback from delegates so far has been really positive. (Interviewee Three)

As a result of the Promoting Good Partnerships between the domestic violence and drug and alcohol sectors training, Addaction and Women's Aid are looking to provide training for each other, as a cost effective means of sharing good practice and knowledge. (Interviewee two)

I doubt the campaign would have been the success it has been if we hadn't had AVA and other key stakeholders on board. Their continued support and guidance throughout the development of the campaign was invaluable. (Interviewee Nine)

Interviewees were asked about the barriers they faced to instigating positive change in policy and practice in their organisations. A number of barriers were identified.

The impact of the development of services, funding issues, staff turnover and staff changes, the commissioning process; these can all make affecting change and improving practices very difficult. (Interviewee One)

The resources available and the geography of this area affects our capacity to do this work as effectively, and makes putting policy into practice a challenge. (Interviewee Two)

We face barriers from specific agencies, who think they are 'already doing' domestic violence, so they are reluctant to develop partnerships or develop practices. (Interviewee Five)

There are certain organisational barriers, such as capacity issues, or information not being passed down by managers within the organisations we work with, that we struggle with. (Interviewee Seven)

The barriers identified by the interviewees were multiple and diverse. There are many barriers that are difficult to overcome, for example the geography of an area, or changes in staff. However a number of the barriers that were discussed by the interviewees can be grouped under the broad theme of 'commitment'. Commitment is needed at all levels of an organisation, to ensure that there is sufficient allocation of resources, that the issue is considered a priority by all staff, and that there is willingness to learn and develop in order to improve responses to issues relating to violence against women.

Many of those interviewed felt that there is a clear need for commitment on a strategic level; until the issues at hand are considered a priority by those at management level and higher, and subsequently built into processes and procedures, it will continue to be a struggle to implement positive change in policy and practice at ground level. This is demonstrated by the examples where the impact of the work of AVA has really been felt within local service delivery, commitment has been shown at a high level. For example Interviewee Three felt that the training package developed in conjunction with AVA had been a success partly due to the

fact that they *'had the go-ahead from managers and commitment from the top down, which was important.'* This commitment to improving working practices also has to come from frontline staff as well if positive change is going to take place. Interviewee Three also attributed the success of the training package to the fact that her area had *'an active sector, who are committed to up-skilling'*.

There will always be factors outside the remit of AVA's control that will continue to limit the impact their work has on improving policies and practices, however it is important that AVA continues to monitor the barriers faced by the organisations they work with. There are identifiable strengths to AVA's training and consultancy services, which can continue to be built on, to ensure that the work of AVA is as effective as possible.

The same two key themes that were identified from the analysis of the post-training evaluation forms and the online surveys were also apparent in the data that emerged from the telephone interviews and are explored further below.

Continued engagement with AVA

Many of the interviewees spoke of how much they valued the continued support and guidance they had received from AVA once the project in question had been established, or the training had finished.

It's the knowing you can go back, the ongoing and ad-hoc support that makes AVA really appealing....this external supervision has been really helpful for me, they have been able to tell me whether what I'm doing locally fits with the national picture, it helps act as a check which is essential, especially when you're the only one working on domestic violence locally, which can be quite isolating. (Interviewee Five)

AVA continues to work with us in developing our partnerships' response and helping embed policies into our domestic violence strategy. AVA have been supportive, which has been great. (Interviewee One)

It's not just the continued support and guidance provided by AVA that has helped organisations to make the most of the work they have developed with AVA. Some interviewees highlighted the need for continuous training from AVA to ensure that staff have the confidence, knowledge and understanding to put the skills they have learnt on the training into practice.

For AVA's work to really have an impact there needs to be continuous training; staff need more than just a days training. I want to embed continuous professional training into our local violence against women strategy; ideally I would like to have four courses on domestic violence and substance misuse a year for staff, with an organisation like Stella helping us to deliver these courses. (Interviewee Two)

Another interviewee suggested that AVA should consider highlighting the importance of continued training after the first training course is delivered.

The training was largely successful, for a one day course, at building people's confidence to tackle some of the issues at hand, but there was definitely a need to follow this up with more training to ensure that the delegates were equipped to take the skills and knowledge from the training into their working lives. If this had been suggested to me by AVA, finding additional funding may have been an issue, but I think I would have tried really hard to follow this up. (Interviewee Eight)

Other interviewees spoke of the value of the resources provided by AVA. Many of the interviewees became aware of AVA via their resources. For example, Interviewee Three was familiar with the Stella Project Toolkit and was encouraged to work with AVA more closely because of this; *'the Toolkit was evidence of the knowledge and expertise they have as an organisation'*. Interviewee Six found the resources produced by AVA to be extremely useful on a day to day level and suggested that the resources could be attached to the training courses offered by AVA. She felt this would be a good way of boosting the confidence of practitioners to implement changes to their own working practices as a result of the training.

In summary, continued support and guidance from AVA, whether this is in the form of continued consultancy support, further training, or continued guidance from AVA resources, was identified by a number of interviewees as being a key factor in ensuring that the work of AVA encourages positive changes in policy and practice by practitioners who work to end violence against women and girls.

Ensuring delegates are attending the right course

When the interviewees were asked whether there was anything that could be improved about the services they had received from AVA, they struggled to come up with any suggestions, which is testament to the high quality of the work that AVA does. Interviewees were asked to think about this in relation to the impact of the work; i.e. is there anything that could be done to ensure that the work done in partnership with AVA is more effective at encouraging positive changes in policy and practice within their organisation and their stakeholders. Two interviewees mentioned that the training courses they had commissioned had involved groups of professionals from a diverse range of sectors, and they felt this had meant the training was perhaps not quite as effective as it could have been:

If I did it again I would re-allocate the days of training; there were a number of delegates on the training courses who weren't from the drug and alcohol sector, or the domestic violence sector, and I think there was a need for a training day aimed at more general professionals. (Interviewee Two)

The training was extremely useful for the professionals from the drug and alcohol sector, I think it was less useful for those of us who were from a violence against women background, some of the activities were telling us things we already know. (Interviewee Three)

When organisations commission AVA to develop a new course a needs assessment is automatically factored into the process. However, the majority of organisations commission courses that are pre-existing which would not entail the development of a needs assessment for delegates. It would be useful if there were a process to ensure that when AVA is commissioned to deliver a pre-existing bespoke training course, the training course identified is the most appropriate one for the delegates who are attending. This is already happening in an informal way, and many of the interviewees I spoke to commended AVA for the time they had taken to ensure that the training course delivered fitted the needs of the delegates:

AVA are very good at making sure the training courses fit your needs; they give good guidance about choosing the appropriate course, and are flexible and willing to tailor the course if necessary. (Interviewee Six)

However, a structured assessment routinely carried out when *all* bespoke training courses are commissioned would help to formalise this process and may help iron out any of the difficulties described above. This would help both AVA and those organisations who commission the training to carefully consider the learning needs of the delegates requiring training, where each delegate is 'coming from' and the most appropriate course for those delegates. As Interviewee Two describes:

'I need to know about the training courses that the delegates have previously done, some people have lots of knowledge of the issues, some people are unaware of the issues.'

Obviously this is not always practical and time limitations may limit the ability to audit all potential delegates particularly when agencies are keen to book and secure dates as soon as possible. However by offering and encouraging the use of a routine needs assessment to agencies who commission AVA, it may encourage those professionals to explore the training needs of their staff in more detail.

5. Recommendations

There are two key recommendations that emerge from the findings of this evaluation, to ensure that the excellent work AVA is doing has a positive impact on working policies and practices:

The importance of continued work with AVA: AVA should carry on promoting the need for continued engagement with AVA if organisations are committed to instigating real change to working policies and practices within their organisations. This evaluation identified three key ways in which this engagement is most effective; through further training, continued consultancy services, or via AVA resources.

Routine needs assessments as part of bespoke training courses: AVA should consider introducing routine needs assessments when they are commissioned to deliver all bespoke training courses whether new or pre-existing courses. This would encourage professionals who commission training from AVA to consider the training needs of their staff in more detail and ensure the correct people are on the course. This would in turn make the training AVA delivers more effective at changing working policies and practices.

6. Conclusion

This evaluation considered the findings from three sources of data; the post-training evaluation forms, the online surveys conducted by AVA, and nine semi-structured telephone interviews with professionals who had commissioned services from AVA. Two key themes emerged from the data provided, the importance of continued work with AVA as a way of ensuring that positive changes in policy and practice are really embedded, and the importance of ensuring that delegates are attending the most appropriate training course for their needs. The concluding recommendations are suggested ways for AVA to take the findings from this evaluation forward. However it is clear from this report that the services AVA delivers have been highly effective at promoting positive change in policy and practice by practitioners and agencies, by improving their responses to issues relating to ending violence against women and girls.

Annex A

Actual output over 18 month period Nov 08- May 10

| Training Consultancy Type | | Number | | Income |
|---------------------------|--------------|--------------|--------------|-----------------|
| Open training days | | 30 days | | £32,813 |
| Bespoke training | | 91.6 days | | £77,843 |
| Consultancy | | 49 pieces | | £24,465.00 |
| | Total | 170.6 | Total | £135,121 |

*Consultancy has been recorded as pieces as they can range from 30 minutes to ten days in length. Please see consultancy section for further information.

Training

We have delivered the following training courses:

Advanced Domestic Violence training
[delivered 2 day-course bespoke]

Community Safety Unit Foundation course - Hendon
[delivered 5 half-day courses]

The Stella Project

Working with domestic violence perpetrators within a substance misuse agency
[delivered 2 open and 14 bespoke]

Substance Use - Theory and Practice Level 1: for domestic violence workers
[delivered 1 open and 7 bespoke]

Domestic Violence - Theory and Practice Level 1: for the drug/alcohol sector
[delivered 1 open and 15 bespoke]

Domestic Violence - Theory and Practice Level 2: for the drug/alcohol sector
[delivered 1 open]

Alcohol and Domestic Violence: for domestic violence workers
[delivered 1 bespoke]

Safeguarding Children: living with parental substance use and domestic violence
[delivered 2 open and 2 bespoke]

Domestic Violence, Substance Misuse and BAMER communities - Level 1
[delivered 1 open and 1 bespoke]

Domestic Violence, Substance Misuse and BAMER communities - Level 2
[delivered 1 open]

Promoting Good Partnership between the domestic violence and drug & alcohol sectors
[delivered 6 bespoke]

The Stella Project modules for one week OCN Women's Aid course
[delivered 2 bespoke]

Supporting survivors in refuges experiencing problematic substance use
[delivered 6 bespoke]

Implementing an Effective Substance Use Policy in Domestic Violence Services in Ireland

[delivered 5 bespoke]

The Links Between Domestic Violence and Problematic Substance Use
[delivered 2 bespoke]

Children and Young People's Project

Basic Adolescent Domestic Violence Training
[delivered 1 open]

Advanced Adolescent Domestic Violence Training
[delivered 7 open and 12 bespoke]

Prevention Work Training for Primary Age Teachers and Youth Workers
[delivered 1 bespoke]

Prevention Work Training for Secondary Age Teachers and Youth Workers
[delivered 1 open and 1 bespoke]

Advanced Adolescent Domestic Violence Training for substance use workers
[delivered 1 bespoke]

Domestic Violence Awareness for Foster Carers
[delivered 1 bespoke]

Train the Trainers - Adolescent Domestic Violence Training
[delivered 1 bespoke]

Children Under Five Years Old and Domestic Violence
[delivered 1 open]

Children under 10 years old and Domestic Violence
[delivered 1 open and 1 bespoke]

Mental Health Project

Recovering from the Impacts of Domestic Violence - Post-traumatic Stress Disorder
[delivered 2 open and 1 bespoke]

Recovering from the Impacts of Domestic Violence - Injured Self-esteem
[delivered 2 open]

Recovering from the Impacts of Domestic Violence - Depression and Anxiety
[delivered 1 open]

Improving Your Working Relationships with Service Users Through Counselling Techniques
[delivered 2 open and 1 bespoke]

Basic Mental Health Awareness Training: for domestic violence workers
[delivered 1 open]

Caring for the Carers
[delivered 1 open]

A total of 1572 (997 Nov 08- Nov 09 and Nov 09- May 10) people attended these trainings
[349 open training delegates - 1223 bespoke training delegates].

Consultancy

We delivered 50 pieces consultancy, which includes the delivery of workshops and presentations at 38 conferences.

- November 2008 - DCLG Research Advisory Group
- 2008 - London Borough of Barking and Dagenham PCT booklet production
- 20th March - Lambeth Service User Consultation (1 day)
- April-May 09 - Evaluation of LB Barking and Dagenham DVERT Project (10 days)
- March 2008 - LB Enfield production of leaflet for su workers
- May 09 - Development of training manual for Nottinghamshire Domestic Violence Forum (2 days)
- October - Southend Domestic Abuse Forum/coordinator
- 25th November - Consultancy Southampton City Council
- December - Home Office Soujourner Project - evaluation
- 19th January - HMCPSI Lay inspecting
- February- March - Home Office Teen Abuse Campaign
- March - LB Hounslow Focus Groups

GLDVP staff delivered workshops, seminar or plenary presentations at the following conferences:

- 21st November 08 - Refuge Conference
- 28th November 08 - Tunbridge Wells Domestic Violence Coordinator Conference
- 9th December 08 - Capita Conference
- 20th February 09 - Portsmouth City Council Conference
- 13th March 09 - Manchester Conference
- 23rd April 09 - Capita Conference
- 13th May 09 - Thames Valley Partnership Conference
- 14th May 09 - Community Care Live Conference
- 18th June 09 - Adfam Conference
- 15th July 09 - Manchester Conference
- 29th September 09 - Swale Domestic Violence Forum conference
- 14th October 09 - Community Care conference
- 20th October 09 - Inside Government Conference
- 22nd October 09 - Coventry conference
- 12th November 09 - Durham Conference
- 18th November 09 - Kent Police conference
- 19th November 09 - Refuge Domestic Violence Conference
- 24th November 09 - Lincolnshire conference
- 26th November 09 - National domestic violence conference - Care Matters Partnership
- 27th November 09 - Wiltshire & Swindon Domestic Abuse Conference
- 27th November 09 - Hitting where it hurts conference Bristol PCT
- 15th December 09 - Standing Together DVC Network launch
- 20th January 10 - Nottinghamshire Domestic Violence Forum
- 2nd February 10 - LB Barking conference
- 5th February 10 - Camden SM and DV conference
- 23rd February 10 - AERC Stockton conference
- 11th March 10 - Portsmouth conference
- 18th March 10 - Hounslow Adult abuse awareness week
- 19th March 10 - Sandwells Big Dream Day
- 23rd March 10 - Warwick University conference
- 25th March 10 - Port Talbot conference
- 31st March 10 - Southend conference
- 14th April 10 - Hackney DV Forum
- 16th April 10 - Basildon Women's Aid conference
- 28th April 10 - Royal College of Nurses annual conference
- 29th April 10 - Leeds City Council conference
- 29th April 10 - Stalking and harassment conference

Annex B



Training Evaluation Form

We would be grateful if you could take a few minutes to complete this form to let us know what you thought of your training programme. This will help us develop our services and ensure we continue to meet the needs of our delegates.

| Content of Training | Strongly Disagree | | Slightly | | Strongly Agree | |
|---|--------------------------|---|-----------------|---|-----------------------|--|
| My knowledge and understanding of the topic on which I was trained, has increased. | 1 | 2 | 3 | 4 | 5 | |
| My confidence in working with the issues I was trained on has increased. | 1 | 2 | 3 | 4 | 5 | |
| My understanding about how to implement changes to my working practice to address the issues has improved. | 1 | 2 | 3 | 4 | 5 | |
| My awareness of the cultural and diversity issues involved in the topic I was trained on has increased. | 1 | 2 | 3 | 4 | 5 | |
| I believe the information and/or skills I gained today will prove beneficial to my organisation and its work in the future. | 1 | 2 | 3 | 4 | 5 | |
| Delivery of Training | Strongly Disagree | | Slightly | | Strongly Agree | |
| I found the trainer to be knowledgeable of the subject matter. | 1 | 2 | 3 | 4 | 5 | |
| The pace of the training was right. | 1 | 2 | 3 | 4 | 5 | |
| I felt involved and engaged. | 1 | 2 | 3 | 4 | 5 | |
| The handouts were useful to me. | 1 | 2 | 3 | 4 | 5 | |

What have been your 3 main learning points from the training?

What have you NOT learnt/understood in this training that you needed to and/or expected to learn?

What were the most and least useful parts of the day for you?

Most useful:

Least useful:

Please write any additional comments/suggestions on how the training could be improved:

Thank you for completing this form.

Please return it to the trainer.

Annex C

GLDVP Open Training Delegates Survey 2009

You completed a GLDVP open training in 2009.

As part of our funders reporting requirements we would like to gather information on if/how this training has contributed towards implementing change to your practice since the attendance of the training. This will be really helpful in ensuring we are doing the best we can to support practitioners working on this field.

We promise this will only take 5 - 10mins of your time to complete.

[The overall data will be shared with our funders only]

1. Do you feel the training helped you improve your responses to your service users in relation to their support needs?

- Not at all
- Yes a little
- Yes a lot

2. Have you made positive changes to your practice as a result of learning gained in the training course and/or consultancy support?

- Not at all
- Yes a little
- Yes a lot

3. If you completed a pledge form at the end of the training – have you been able to implement any of the commitments?

- None
- Yes some
- Yes a lot
- n/a

4. Has the training helped increase your referrals to specialist domestic violence agencies or other specialist agencies?

- No
- Yes somewhat
- Yes a lot
- Unable to say
- n/a

5. What other development or training would help you in supporting your service users further?

Greater London Domestic Violence Project (GLDVP) – Your Services Survey 2009

1. Which region and/or organisation do you work in? (eg. Northumbria Police)

2. Which areas of support/guidance are currently unavailable in your area, that you would find beneficial?

| | Already have available | Unavailable - but not beneficial to us | Unavailable - would be beneficial to us |
|--|------------------------|--|---|
| Support for policy/strategy development and consultation | | | |
| Support to develop an integrated violence against women response | | | |
| Support to develop and/or carry out survivor consultations | | | |
| Evaluations/Monitoring and Service Development support | | | |
| Guidance or support for developing schools prevention work | | | |
| Mentoring/staff development initiatives | | | |
| The delivery of support networks for staff | | | |
| Support in forming multi-agency partnerships | | | |
| The hosting of E-forums | | | |
| The delivery of specialist policy/practice briefings/guidelines | | | |
| Guidance to develop specific protocols/procedures for agencies | | | |
| Specialist training | | | |

3. If you answered that SPECIALIST TRAINING is unavailable but would be beneficial to you, in question 2 - please specify in which training topics would be of most use?

4. If you answered that SUPPORT TO FORM MULTI-AGENCY PARTNERSHIPS is unavailable but would be beneficial to you, in question 2 - please specify between which sectors/agencies would be of most use?

5. If you answered that GUIDANCE TO DEVELOP PROTOCOLS/PROCEDURES FOR AGENCIES is unavailable but would be beneficial to you, in question 2 - please specify which protocols/procedures

6. Have you used any of the services/products provided by the GLDVP's CHILDREN & YOUNG PEOPLE'S PROJECT?

If so, how useful were they in influencing your work?

| | n/a | Did not influence work | Influenced work a little | Influenced work a lot |
|--------------------------------|-----|------------------------|--------------------------|-----------------------|
| Training | | | | |
| Consultancy | | | | |
| Resources from website | | | | |
| E-forum | | | | |
| Events | | | | |
| Advice/information/signposting | | | | |

7. Have you used any of the services/products provided by the GLDVP'S STELLA PROJECT?

If so, how useful were they in influencing your work?

| | n/a | Did not influence work | Influenced work a little | Influenced work a lot |
|--|-----|------------------------|--------------------------|-----------------------|
| Training | | | | |
| Other events | | | | |
| Multi-agency partnership work | | | | |
| Purchase/download Stella Project toolkit | | | | |
| Accessed other resources from Stella web pages | | | | |
| Advice/information/signposting | | | | |
| Quarterly newsletter | | | | |

8. Have you used any of the other services/products provided by the GLDVP?

| | n/a | Did not influence work | Influenced work a little | Influenced work a lot |
|----------|-----|------------------------|--------------------------|-----------------------|
| Training | | | | |

| | | | | |
|--|--|--|--|--|
| Consultancy | | | | |
| GLDVP staff have spoken at your events | | | | |
| Conferences | | | | |
| Support in forming partnerships | | | | |
| Strategic policy guidance | | | | |
| Accessed resources from website | | | | |
| Newsletter | | | | |
| Writing/developing materials for your organisation | | | | |
| Critical reader | | | | |