

**INTER AGENCY WORKSHOP**

**TACKLING  
DOMESTIC  
VIOLENCE**

**Evaluation of Pilot**

Part of

**Devon Domestic Violence Strategy**

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## Context:

The Devon Domestic Violence Strategy clearly recommended service development in the following five key areas:

- Training and Awareness Raising
- Information Sharing and Data Management
- Services for Children and Survivors
- Work with Perpetrators
- Agency roles and policy

In order to ensure the development of Training and Awareness, the following objectives were clearly laid out in the 2003/4 Business Plan:

### **6.1.5 Training:**

*Raising the awareness of the scale and extent of domestic violence as well as the peculiar issues associated with this crime can only be achieved through comprehensive training across all agencies. Training needs will vary between agencies however all agencies would benefit from a quality, consistent programme (level 1). Such a **pilot has been developed** and is being rolled out to approximately **200 people (multi-agency) in March, April & May 2003**. On evaluation it is intended that this programme operate on a continuum, running **80 courses a year to approximately 1,000 staff**. In addition further specialist programmes will be developed and other mediums exploited to raise awareness across all agencies.*

*Training will contribute towards the overall aim of the strategy by raising awareness of domestic violence prevalence and those in contact with domestic violence victims, encouraging front-line staff to ‘ask the question’ and therefore increase the level of reportage.*

Over a period of several months the **Awareness Raising and Training Sub-Group**, assisted by a training consultant, developed a one day, multi-agency course. This course is for a range of practitioners from Health, Police, Social Services, Housing, Education, Probation/Court Welfare and Voluntary agencies.

A series of trainer training workshops were held to fine tune the programme and with an aim to – *“have a quality team of trainers that deliver an enjoyable and productive programme that makes a difference.”*

Currently the team comprises of trainers from Social Services, Probation, Health, Women’s Aid and the Family Mediation Service.

## **Aims of the one day workshop**

- To raise awareness of the impact of domestic violence upon children and families
- To increase understanding of how best to offer help and support
- To raise standards of practice both individually and collectively

## **Objectives**

By the conclusion of the course, participants will be able to:

- Demonstrate an understanding of the impact of domestic violence
- Provide strategies and practices to protect and safeguard those experiencing Domestic Violence
- Consider techniques for engaging with and assisting children and adults
- Practise using appropriate interventions

## **Style**

This course is practical and user-friendly. Participants will experience an enjoyable and productive workshop involving group discussion and participative exercises.

## **Duration**

1 day (9.00 to 4.30)

## **Group Size**

14

## Aims of the Pilot

- To ensure the workshop objectives meet the needs of the multi-agency delegates
- To ensure the process delivers said objectives
- To have developed a multi-agency team of trainers and to have an opportunity to quality assure this training team
- To engage agencies into the training initiative and engender their support for the future rollout
- To review processes such as administration, costs and venues

In order to meet these aims, initially a programme of ten workshops was planned, which then was extended to fifteen to meet demand.

These workshop ran from mid March to end of May 2003 across the eight districts.  
(see appendix1)

## Evaluation Process

The evaluation process had three main strands:

1. **Delegate feedback** – an evaluation form which very importantly was based on the objectives of the workshops. (see appendix 2)
2. **Managers feedback** – a face-to-face or phone conversation based on a number of structured questions which identified the added value of the workshop to the workplace. (see appendix 2)  
Including the one workshop which did not seem to meet delegates needs, where a follow-up took place involving the Domestic Violence Prevention Co-ordinator and Policy Officer.
3. **Review by trainers and training managers** – trainers reflected on their own and shared practice plus a series of meetings were set up by the Domestic Violence Prevention Officer Co-ordinator with training managers and those responsible for training in a variety of agencies.

**Outcomes:****1. Summary of Attendance:**

**Total attendees**                      179                                      **Target :**                      200

One workshop cancelled in Exeter due to illness.  
To be re-scheduled in June in Exeter, provisionally making total 193.

**By district (NB based on location of workshop)**

Exeter	51 (provisionally 65, see above)
East Devon	7
Mid Devon	13
West Devon	13
Torrige and North Devon	43
South Hams and Teignbridge	52

**By sector****By Gender**

		Male	Female
Voluntary	38	3	35
Education	24	0	24
Health	30	0	30
Police	6	2	4
Probation	5	2	3
Social Services	68	5	63
Housing	1	0	1
Others	7	0	7
	<b>Total</b>	<b>12</b>	<b>167</b>

There were many comments from delegates regarding the lack of male attendees. (See page 11 for examples). This needs to be rectified during the rollout.

## Non-attendees

In order to ensure value for money for both the Domestic Violence Strategy and the agencies, the level of attendance is critical.

In total 38 people were unable to attend the workshop to which they were assigned. Of those, one third did not send apologies so we could not utilise our waiting list, which currently holds 102 people.

### Non attendees by sector:

Voluntary	5
Education	2
Health	9
Police	1
Probation	6
Social Services	15
Housing	-
Others	-

There are obviously many factors involved, however we will continue to monitor this as we see it as an indication to quality (people wanting to go on the workshop), and support from organisations for this important initiative.

### Non attendees by district (NB based on location of workshop)

Exeter	14
East Devon	6
Mid Devon	1
West Devon	2
Torridge and North Devon	10
South Hams and Teignbridge	5

## Delegate Feedback

To date we have received a total of 129 feedback forms and await a further 26. These responses give the following results of how each of the workshop objectives have been met:

### Q 1. To demonstrate an understanding of the impact of domestic violence

Met completely

Not at all

1	2	3	4	5	6	
79	44	6	-	-	-	Average: 1.43

### Q 2. To provide personal strategies and practices to protect and safeguard those experiencing Domestic Violence

Met completely

Not at all

1	2	3	4	5	6	
31	59	33	5	1	-	Average: 2.12

### Q 3. To consider techniques for engaging with and assisting children & adults

Met completely

Not at all

1	2	3	4	5	6	
39	46	36	5	2	1	Average: 2.1

### Q 4. To practice using appropriate interventions

Met completely

Not at all

1	2	3	4	5	6	
28	51	35	10	1	-	Average: 2.17

### Q 5. The trainers' approach was

Excellent

Very Poor

1	2	3	4	5	6	
96	26	3	-	-	-	Average: 1.26

### Q 6. Would you like any further training in domestic violence? If so, what?

107 responses were yes, with only 22 no.

This currently gives a total of 637 scores (8 unknown) broken down as follows:

<b>Met completely/ Excellent</b>				<b>Not at all/ Very Poor</b>	
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>273</b>	<b>226</b>	<b>113</b>	<b>20</b>	<b>4</b>	<b>1</b>

Giving an overall average of **1.83**

These represent a very high standard of feedback, however to achieve the overall consistency and maintain standards, the feedback has been broken down further to each individual workshop.

By each workshop average score for each question

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>	<b>Average</b>
<b>18<sup>th</sup> March</b>	1.38	1.85	1.85	2	1.08	1.63
<b>19<sup>th</sup> March</b>	1.18	2.36	2.27	2	1.27	1.82
<b>25<sup>th</sup> March</b>	1.42	1.83	2	2.17	1.25	1.73
<b>1<sup>st</sup> April</b>	<i>This workshop was not evaluated by this process.</i>					
<b>2<sup>nd</sup> April</b>	1.14	1.79	1.64	1.5	1.14	1.44
<b>7<sup>th</sup> April</b>	1.58	2.25	2.08	2	1.33	1.85
<b>10 April</b>	1.55	2.18	2.27	2.09	1.27	1.87
<b>15<sup>th</sup> April</b>	1.5	2	2.07	2.5	1.21	1.86
<b>23<sup>rd</sup> April</b>	1.4	2.1	1.8	1.9	1	1.64
<b>24<sup>th</sup> April</b>	1.5	2.25	2.5	2.58	1.33	2.03
<b>28<sup>th</sup> April</b>	1.43	1.57	1.57	2.14	1.14	1.57
<b>15<sup>th</sup> May</b>	1.69	2.92	2.85	2.92	1.77	2.43
<b>16<sup>th</sup> May</b>	1.58	2.5	2.55	2.42	1.5	2.11
<b>22<sup>nd</sup> May</b>	1.41	2.02	2.08	2.14	1.18	1.77

The training team spent a day at the beginning of June to review the workshops and their individual and collective working practice. Some of the strategies and adjustments are listed in Future Actions (*page 14*).

The feedback has also been broken down by sector as training managers felt this would be a useful indicator.

However as can be seen from the figures below there is a degree of consistency with only a couple of disparities.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>	<b>Average</b>
<b>Voluntary</b>	1.4	1.7	1.6	1.69	1.2	1.52
<b>Education</b>	1.6	2.2	2.3	2.5	1.3	1.98
<b>Health</b>	1.4	2.1	2.1	2.38	1.2	1.84
<b>Police</b>	1.3	2.2	2.3	2.17	1.2	1.84
<b>Probation</b>	1	1.6	1.2	1.5	1	1.26
<b>Social Serv</b>	1.3	2.3	2.1	2.18	1.2	1.82
<b>Average</b>	1.43	2.12	2.1	2.17	1.26	1.83

There were had a number of anonymous feedback forms (22) which when correlated gave the following feedback:

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q5</b>	<b>Average</b>
<b>Not known</b>	1.4	1.8	2.1	1.96	1.3	1.71

### **Comments:**

The following are a mixture of comments from the evaluation forms and the discussions with managers. This list has tried to capture the whole variance of comments, however it must be remembered that in reality, *by far* the majority of comments were positive.

The course fulfilled my expectations about gaining knowledge of DV and gave me much more additional information on the subject.

The course changed my perception of how people cope with DV.

I have not been on such a well thought out, planned and organised day for a very long time - excellent - thank you.

I think the day, although sometimes shocking, was hugely valuable as it got rid of many misconceptions people seemed to hold.

Definitely learned things I hadn't really considered before - training reminded me of the seriousness of DV.

Although the content is uncomfortable to take, it was dealt with in a very user-friendly way.

The day will enable me to be more aware of DV among the school community.

Teachers should have this training - children perceived as 'difficult' or 'troublemakers' when DV may be the underlying issue.

Would like to look at legal interventions - maybe a solicitor from a local firm could attend and give an update on current law.

Best course I've been on in ages - really worthwhile. Thank you.

Meeting with so many different agencies and getting their slant on issues is really helpful.

Valuable depth of knowledge by trainers, excellent role play and front room exercise

Role play very difficult - for me watching others demonstrating interventions would have been useful.

Role play is always a bit uncomfortable and artificial for me.

A 'warning' for survivors/victims 'in situ' would have been useful especially during role play.

More about effects on children would be helpful.

More techniques on interviewing/how to ask, should have been addressed.

Not sure we know the avenues for protecting and safeguarding victims.

Unless victim wants to be protected and safeguarded - any strategies are useless.

Would have liked more time for in depth discussions on strategies to safeguard.

More time needed to explore/discuss/look at strategies and techniques.

Where are the men!!!

Felt saddened by the fact that all the attendees were women.

Would have felt embarrassed if men had been present because of the implication that it is always men - maybe they should have their own training day - needs to be carefully handled so that men attend in equal numbers.

We did not feel that we learnt any strategies.

Felt vulnerable, re-lived difficult and distressing time in our lives and experienced the stress of others "difficult experiences", with no clear context surrounding the day.

## Costs Evaluation

### Cost of Workshop Provision:

	<b>Pilot Budget*</b>	<b>Pilot Actual</b>
Consultancy	£6,000	£5,060
Resources – workbook, photocopying, letters etc	£1,200	£1,909
Trainer training	£2,100	£2,225
Evaluation	£1,000	£1,400
Accommodation	£1,980	£2,093
Trainers	£5,000	£5,777
	<b>Total: <u>£12,280</u></b>	<b><u>£18,464</u></b>
<b>COST PER HEAD</b>	<b>£102.33</b>	<b>£103.15</b>
<b>number of delegates</b>	<b>120*</b>	<b>179</b>

\* Originally based on 10 workshops

On the basis of this, the projected charge per head for the rollout of the one day workshop will be a subsidised **£65 per head**.

## Venues

There was a great variety in quality of venues used and on some occasions a great variance in price.

DATE	VENUE	DISTRICT	SATISFACTORY or NOT
18 <sup>TH</sup> MARCH	ALEXANDRA LODGE	MID DEVON	NOT SATISFACTORY
19 <sup>TH</sup> MARCH	ILFRACOMBE	NORTH DEVON	MIXED
25 <sup>TH</sup> MARCH	CIVIC CENTRE, BARNSTAPLE	TORRIDGE & NORTH DEVON	NOT SATISFACTORY
1 <sup>ST</sup> APRIL	ROBOROUGH ROOM, COUNTY HALL	EXETER	NOT SATISFACTORY
2 <sup>ND</sup> APRIL	FORTESCUE ROOM, COUNTY HALL	EXETER	NOT SATISFACTORY
7 <sup>TH</sup> APRIL	KILWORTHY PARK, TAVISTOCK	WEST DEVON	NOT SATISFACTORY
10 <sup>TH</sup> APRIL	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	SATISFACTORY
15 <sup>TH</sup> APRIL	CIVIC CENTRE, BARNSTAPLE	TORRIDGE & NORTH DEVON	NOT SATISFACTORY
23 <sup>RD</sup> APRIL	DEVON AND CORNWALL PROBATION, EXETER	EXETER	SATISFACTORY
24 <sup>TH</sup> APRIL	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	SATISFACTORY
28 <sup>TH</sup> APRIL	HONITON HOSPITAL, MARLPITS ROAD, HONITON	EAST DEVON	SATISFACTORY (Larger room)
15 <sup>TH</sup> MAY	LARKBEARE HOUSE, EXETER	EXETER	MIXED
16 <sup>TH</sup> MAY	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	SATISFACTORY
22 <sup>ND</sup> MAY	LARKBEARE HOUSE, EXETER	EXETER	SATISFACTORY
22 <sup>ND</sup> May	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	SATISFACTORY

As can be seen new venues need to be identified and quality assured in the following districts - North Devon, Mid Devon, Exeter (extra options) and West Devon.

## Future Actions

- Adjustment of the objectives to reflect the balance of the content. This would also be reflected in the evaluation forms.
- Letters to delegates and managers to be clear on the nature of the programme, and to suggest to the latter that a personal brief and debrief takes place whenever possible. Part of this is to ensure that there is clarity about each delegate taking personal responsibility for themselves.
- There is a clear need to encourage gender balance through discussion with managers and agencies.
- Quality Assurance: a quality assurance process will run in parallel with the roll out of the programme with assessors being part of the training team. This will also result in continuous professional development e.g. group dynamics and a Trainer Training day in September.
- In order to ensure the multi-agency delivery and to keep the delivery fresh will continue to recruit viable members.
- Venue, particularly in North Devon, Mid Devon, Exeter (extra options) and West Devon need to be identified and quality assessed.
- Modifications of content of programme specifically across the Inter-Agency workings, Safety Awareness and setting up the “Asking the Questions” scenarios.
- Modification of handbook to include Safety Planning, Further Reading, extension of contact numbers and web-site information.
- Modification of trainers resources including the quiz, prevalence and setting up the scenarios.

**Appendix 1: Training Programme for Domestic Violence Level 1**

DATE	TRAINER/ FACILITATOR	VENUE	DISTRICT	CATERING	PARKING
18 <sup>TH</sup> MARCH	Dinah Mears & Deb Forte	ALEXANDRA LODGE	MID DEVON	DRINKS AVAILABLE – OUTSIDE CATERING	NONE
19 <sup>TH</sup> MARCH	Pete Rosser, Jo Morrish	ILFRACOMBE	NORTH DEVON		
25 <sup>TH</sup> MARCH	Peter Rosser, Jo Morrish & Jane Robey	CIVIC CENTRE, BARNSTAPLE	TORRIDGE & NORTH DEVON	DRINKS AVAILABLE – CATERING ON 8520	NONE
1 <sup>ST</sup> APRIL	Deb Forte & Chris Vigar	ROBOROUGH ROOM, COUNTY HALL	EXETER	DRINKS AND LUNCH (DDS)	LIMITED
2 <sup>ND</sup> APRIL	Janice Goodwin & Dinah Mears	FORTESCUE ROOM, COUNTY HALL	EXETER	DRINKS AND LUNCH (DDS)	LIMITED
7 <sup>TH</sup> APRIL	Janice Goodwin & Melanie Burns	KILWORTHY PARK, TAVISTOCK	WEST DEVON	DRINKS AND LUNCH AVAILABLE	?
10 <sup>TH</sup> APRIL	Ali Merchant & Paula Wilson	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	DRINKS AVAILABLE – OUTSIDE CATERING	LIMITED
15 <sup>TH</sup> APRIL	Peter Rosser, Jo Morrish & Jane Robey	CIVIC CENTRE, BARNSTAPLE	TORRIDGE & NORTH DEVON	DRINKS AVAILABLE – CATERING ON 8520	NONE
23 <sup>RD</sup> APRIL	Michael Beechener & Deb Forte	DEVON AND CORNWALL PROBATION, EXETER	EXETER	DRINKS & CATERING AVAILABLE	LIMITED
24 <sup>TH</sup> APRIL	Paula Wilson & Deb Forte	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	DRINKS AVAILABLE – OUTSIDE CATERING	LIMITED
28 <sup>TH</sup> APRIL	Dinah Mears & Chris Vigar	HONITON HOSPITAL, MARLPITS ROAD, HONITON	EAST DEVON	DRINKS & CATERING AVAILABLE	YES
15 <sup>TH</sup> MAY	Paula Wilson & Sue Bethybridge	LARKBEARE HOUSE, EXETER	EXETER	DRINKS & CATERING AVAILABLE	YES
16 <sup>TH</sup> MAY	Chris Vigar & Deb Forte	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	DRINKS & CATERING AVAILABLE	LIMITED
22 <sup>ND</sup> MAY	Melanie Burns & Sue Bethy bridge	LARKBEARE HOUSE, EXETER	EXETER	DRINKS & CATERING AVAILABLE	YES
22 <sup>ND</sup> May	Ali Merchant & Deb Forte	THE MALTINGS RESOURCE CENTRE, NEWTON ABBOT	SOUTH HAMS & TEIGNBRIDGE	DRINKS & CATERING AVAILABLE	LIMITED

**Appendix 2a:**

**TACKLING DOMESTIC VIOLENCE – MULT-AGENCY TRAINING WORKSHOP**

Feedback sheet: Name: \_\_\_\_\_ Course Date: \_\_\_\_\_

**We would be grateful if you would fill in this form so that the provision of this training can be monitored, evaluated and improved. Please be honest.**

**Please tick the number that best describes how you feel and add comments if you wish. Comments would be particularly helpful, please.**

**Objectives**

**1. To demonstrate an understanding of the impact of domestic violence**

**Met completely**

**Not at all**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

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**2. To provide personal strategies and practices to protect and safeguard those experiencing Domestic Violence**

**Met completely**

**Not at all**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

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**PTO for further questions**

**3. To consider techniques for engaging with and assisting children & adults**

**Met completely**

**Not at all**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

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**4. To practice using appropriate interventions**

**Met completely**

**Not at all**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

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**5. The trainers' approach was**

**Excellent**

**Very Poor**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

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**6. Would you like any further training in domestic violence? If so, what?**

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**7. Any additional comments**

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