

**INTER AGENCY WORKSHOP**

**TACKLING  
DOMESTIC  
VIOLENCE**

**Level 2:  
Impact on Children and  
Young People**

**Evaluation of Pilot**

Part of

**Devon Domestic Violence Strategy**

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## Overview:

“There is a great deal of research on children and domestic violence and the broader awareness in British research is that children are not silent victims but social actors who have their own perceptions and understanding of events.”

*(Humphrey’s and Mullender, research in practice, Children and Domestic Violence, 2000)*

## 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). This programme operates on a continuum, running 80 courses a year to approximately 1,000 staff. **In addition further specialist programmes will be developed, accredited and delivered as a level 2 Children and Young People pilot to 48 delegates by March 2004..***

*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.*

## Course Design and Accreditation:

With support from members of the **Awareness Raising and Training Sub-Group**, two nationally recognised training consultants, developed a two day, multi-agency course. This course then went through a robust accreditation process by the Open College Network (SW) making it one of the very few nationally recognised qualifications for Domestic Violence in the country.

In order to gain the qualification participants need to engage in thirty hours of learning; 16 hours at the two-day workshop and the rest completed through a comprehensive workbook. This workbook is marked by the programme leader and then verified by the Open College Network (OCN).

**NB:** In order to ensure commitment from delegates, an ambitious target of 65% was set. To date, thirty-eight of the fifty two delegates (**73%**) of delegates have completed the accreditation process. Contrasting this with other courses this a very high percentage which will need to be maintained to ensure quality of learning and value for money due to the cost of administrating the qualification process.

### Accreditation by sector:

	Total	Completed	%
Voluntary	12	11	92%
Education	7	4	57%
Health	10	6	60%
Police	5	5	100%
Probation	1	0	0
Social Services	13	8	62%
Others	4	4	100%
<b>Total</b>	<b>52</b>	<b>38</b>	<b>73%</b>

## **Aims of the two day workshop**

- To increase understanding of the links between domestic violence and child abuse
- To raise awareness of the impact of domestic violence on children and young people, including how that impact may manifest itself over the stages of child development
- To expand knowledge of the risks that can be presented to children and young people experiencing domestic violence, especially post separation violence
- To increase understanding of how best to offer help and support to children and young people
- To raise standards of practice, both individually and collectively
- To provide current best practice guidelines and legislation to keep safe children that have witnessed or experienced domestic violence

## **Objectives**

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

- Demonstrate an understanding of the links between domestic violence and child abuse
- Appreciate the range of ways that domestic violence can affect children and young people
- Recognise the connection between the intention of the perpetrator to the effects and feelings of children and young people within an abusive environment
- Describe whether and how contact with an abusing parent can be made safe for a child who has experienced domestic violence
- Identify risks from abusing parents that may present to children and non-abusing parents, and carry out risk assessments
- Consider techniques for engaging with and assisting children and young people that have experienced domestic violence
- Provide strategies and practices to protect and safeguard those experiencing domestic violence

## 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 engage agencies into the training initiative and engender their support for the future rollout to cover part of the cost
- To assess the value and procedure of the accreditation process through Open College Network (OCN)
- To review processes such as administration, costs and venues

In order to meet these aims, a programme of four pilot workshops was planned, which ran from December 2003 to February 2004 *(please see Appendix 1)*

## Evaluation Process

The evaluation process had five main strands:

1. **Delegate feedback** – an evaluation form which very importantly was based on the objectives of the workshops. *(please see Appendix 2)*
2. **Focus Group** - A cross section of delegates from a variety of agencies and across the four pilot programmes were brought together to discuss and give feedback in a clear and objectives way. The report from the Focus Group session is attached *(please see Appendix 3)*
3. **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. *(please see Appendix 2)*
4. **Review by trainers and other members of the training team**– trainers reflected on their own and shared practice plus several members of the Level 1 training team attended the workshops and shared their reflections with the trainers and the Domestic Violence Prevention Co-ordinator
5. **Completion of accreditation process**  
Please see page 3 of context

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

**Total attendees**                      52                                      **Target :**        48-56

Optimal number of delegates attending a workshop was 12 to 14

**By district (NB based on work location)**

Exeter	20
East Devon	8
Mid Devon	1
West Devon	2
Torrige and North Devon	7
South Hams and Teignbridge	14

**By sector****By Gender**  
Male                      Female

Voluntary	12	0	12
Education	7	0	7
Health	10	0	10
Police	5	2	3
Probation	1	1	0
Social Services	13	3	10
Others	4	2	2
		<b>Total</b>	<b>8</b>
			<b>44</b>

Even though this is a low percentage of male participants (15%), it is considerably higher than the pilot for Level 1 Training which was less than 7%.

## Costs Evaluation

### Cost of Workshop Provision:

		<b>Pilot Budget*</b>	<b>Pilot Actual</b>
Consultancy	Workshop Design Accreditation Process	£4,600	£4,300
Resources – workbook, photocopying, letters etc		£1,150	£750
Evaluation		£700	£1,400
Accommodation	Workshops	£1,600	£1,950
Trainers	Delivery	£4,000	£4,000
	Trainers costs (accommodation + travel)	£1,500	£1,900
		<b>Total: <u>£13,550</u></b>	<b><u>£14,300</u></b>
<b>COST PER HEAD</b>		<b>£282.29</b> (Projected 48 delegates)	<b>£275</b> (Actual 52 delegates)

On the basis of this, the projected charge per head for the rollout of the two day process workshop will be a subsidised **£150 per head**.

However there would be a charge of £350 for non attendance.

Even though £150 represents a phenomenal value for money, there is great concern that numbers of participants on the roll out may drop off because of budget constraints. It should be noted that nearly 50% of the Focus Group stated that it would be very difficult (impossible!) to gain funding.

## 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 only two people did not turn up for their allocated workshop. Of those, only one did not send apologies. We believe this is a very low ratio and indicates the value individuals placed on attending the workshop and possible support from organisations for this important initiative.

## Delegate Feedback

To date we have received a total of 48 feedback forms with 4 forms not received. These responses give the following results of how each of the workshop objectives have been met:

### Q 1. To demonstrate an understanding of the links between domestic violence and child abuse

Met completely

Not at all

1	2	3	4	5	6	
28	17	3	-	-	-	Average: 1.48

### Q 2. To appreciate the ways that Domestic Violence can affect children and young people

Met completely

Not at all

1	2	3	4	5	6	
25	23	-	-	-	-	Average: 1.48

### Q 3. To identify risks from abusing parents that may present to children & non abusing parents, and carry out risk assessments

Met completely

Not at all

1	2	3	4	5	6	
22	20	6	-	-	-	Average: 1.67

**Q 4. To consider techniques for engaging with and assisting children & young people that have experienced domestic violence**

**Met completely**

1	2	3	4	5	6	
15	22	8	-	1	-	<b>Average: 1.91</b>

**Not at all**

**Q5. To provide strategies and practices to protect and safeguard those experiencing domestic violence**

1	2	3	4	5	6	
22	21	4	1	-	-	<b>Average: 1.67</b>

**Q 6. The trainers' approach was**

**Excellent**

1	2	3	4	5	6	
41	5	2	-	-	-	<b>Average: 1.19</b>

**Very Poor**

This currently gives a total of 286 scores (2 unknown) broken down as follows:

**Met completely/ Excellent**

1	2	3	4	5	6
153	108	23	1	1	-

**Not at all/ Very Poor**

Giving an overall average of **1.57**

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. Each workshop average score for each question:

	Q1	Q2	Q3	Q4	Q5	Q6	Average
<b>8/9<sup>th</sup> Dec</b>	1.12	1.6	1.5	1.9	1.5	1.2	1.48
<b>16/17<sup>th</sup> Dec</b>	1.9	1.8	2.1	2.1	1.9	1.25	1.84
<b>14/15<sup>th</sup> Jan</b>	1.4	1.3	1.4	1.5	1.4	1.00	1.33
<b>2/3<sup>rd</sup> Feb</b>	1.3	1.2	1.5	2.00	1.7	1.14	1.47

The trainers, the Domestic Violence Prevention Co-ordinator and Chair of the Training Task group spent a day at the beginning of May to review the workshops and their individual and collective working practice. Some of the strategies and adjustments are listed in Future Actions (*page 14*). These will be actioned by September 2004.

## **Comments:**

The following are a mixture of comments from the evaluation forms and the discussions with managers and the Focus Group. 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 majority of the comments link to the training objectives:

### **1. To demonstrate an understanding of the links between domestic violence and child abuse**

*The thought-provoking aspects of the whole course meant that the links were made in an informative way*

*It's like a light dawning!*

*Well informed and easily absorbed and thoroughly enjoyable. Well presented*

*Very informative, makes you look where you might not otherwise!*

*Clear and comprehensive information delivered*

*Heightened awareness immensely*

*This I found particularly interesting. I didn't realise there was such a big link*

*Handouts for this part would have been good especially Ann's lecture*

*Further research needed in this area, but well covered in the course*

*I would have liked more time between different issues to collect thoughts before moving on - this comment applicable to all*

*Hand outs/ copies of overheads will be really useful*

### **2. To appreciate the ways that Domestic Violence can affect children and young people**

*Excellent coverage and lots of facts to keep in mind*

*With the focus being on the children's perspective it was very good at putting their needs and observations at the forefront*

*A lot to take in and assimilate - probably be increased after using workbook and reading*

*The information was scary, my practice will change*

*The need to step in and be aware of this at the soonest opportunity to break the cycle*

*Obviously there is so much more to take in to get more details through reading etc  
Very useful handbook*

*Perhaps more on what children themselves say*

*I thought I had a good understanding of this, but the course taught me how little I actually know*

### **3. To identify risks from abusing parents that may present to children & non abusing parents, and carry out risk assessments**

*I would like some practice at the risk assessment*

*Some very useful tools. Given to learn more about.*

*I had no idea how vulnerable the victims of DV were post seperation - very informative*

*Concerns over possible plans that police may carry out risk assessments without consulting other agencies*

*Particularly helpful for me was the piece on psychological abuse*

*A lot more could be done on separate courses for workers who do direct work*

*More risk assessment tools needed (based on research and with government support and backing) i.e. through funding + resources*

*Multi-agency feedback. Great to see form other angles*

*Scary! But clearly listed - very useful for child care proceedings etc*

*I feel much better equipped to work at this now*

*Would have liked some more detail about different agencies risk assessment processes and how they could be used to 'join up' practice. Would have liked to have discussed some criminal justice/ child protection issues as part of the course*

*Handouts would be useful to reinforce and be tools for delegates to take back to workplace*

*Very useful - particularly evidence bases and teaching of most ... times*

*Still not fully confident re risk assessment*

**4. To consider techniques for engaging with and assisting children & young people that have experienced domestic violence**

*I never knew there were so many techniques available*

*I have resources I can go to for this but some practice or share what works would be good*

*I would have liked more discussion and techniques for supporting children's disclosures - but I appreciate time was limited*

*I will try to use these techniques in my every day role in involvement with DV issues*

*I have many ideas for the project I am working on.*

*More time to try out resources but video and other info offered has been excellent.*

*Good handbooks used*

*There is so little out there, this is a bit depressing*

*Hard to answer - feels dependent on where and how we work. Too balck and white to be able to connect with*

*Not covered in detail on the days but hopefully in the reading afterwards*

*Some resources were identified however, not really focused on throughout this course*

*Good. A role play might have been useful*

*Already have some techniques gained from other training which will be helped by this*

**5. To provide strategies and practices to protect and safeguard those experiencing domestic violence**

*Found this area a bit scary as listening to the other agencies gave us a realisation that we are not where we need to be yet*

*Reassurance regarding current practices and the changes occurring*

*Excellent material*

*More food for thought - mainly deal with victims' safety plan, but not considered children*

*This was well provided in course.*

*As well as can be done with children, there isn't much available*

*More information on refuge role*

*Made me think about legislation and how the system punishes the victim*

*Again hard to answer given limitations of resources and role however able to feel more confident in discussion with families, children and staff*

## 6. The trainers' approach was

*Group work was well facilitated - clear instructions and timekeeping which kept things moving forwards*

*The trainers were superb and knowledgeable which certainly makes a difference.*

*Very enthusiastic and committed*

*Jodie & Anne's presentation was excellent covering all aspects - positive and negative*

*Both trainers approach was just what I valued and felt relaxed with*

*Hand outs/ copies of overheads will be really useful*

*While information sharing is important different agencies and their perspectives and abilities, powers to act and would have liked a bit more*

*Felt the course tended to be biased against men. Would like more info on DV perpetrated by women on children*

*Again more time to move between issues would have helped me*

*Varied - good role plays, group activities, discussions*

*Good interactive stuff from Jodie, lectures went on too long, weren.t that co-herent*

*Day one was a lot of repetition of Level 1*

*Even though it is a useful way of learning, too much time was spent on Day 2 reflecting what had happened on Day 1*

### General Comments:

*This was a very positive, exciting, stimulating and thought provoking course*

*Thank you. I have thoroughly enjoyed this course. It would have been good if it was longer.*

*Good location, good food, great group and brilliant trainers. Thank you. I think all people working with families and children should take this course*

*Excellent training. Great to know that this level of training will be rolled out across Devon. Left feeling more hopeful for the future than I have done for some time.*

*Excellent course - so relevant, but the links between child abuse and DV are not emphasised enough outside within our workplace or society as a whole.*

*Brilliant course - should have been longer!*

*Managers and policy makers should attend this course! Many thanks*

*Essential training for all in criminal justice system plus every child care worker/ teachers/ health etc. Essential for all managers to enlighten supervision. Thank you*

## **Future Actions – To be actioned by September 2004**

### **CONTENT**

- Reduce the number of OHPs and improve their quality
- Provide 'risk assessment' handout
- Introduce some balance between women and men as survivors of domestic violence
- Provide 'further reading' to introduce depth re statistics; effects of DV on children
- Re-visit aims and objectives to see if they can be reduced and see how that might change content of programme.

### **DELIVERY**

- Trainers to work together to challenge group more and to not necessarily concur with delegates
- Organise OHP/handouts better and be clear about when notes should be taken
- Create a better balance between trainers in terms of their shared responsibility and authority

### **ACCREDITATION**

- Provide NQV equivalent information about the level of the course
- Speed up the marking and validation process. Aim for three-month turn-around – one month marking, two months verification
- Specify in the workbook practical work to be undertaken to ensure work is carried out within the workplace
- Brief delegates at the start of the day about the process, when notes should be taken, when the work books will be handed out etc.

### **WORKPLACE**

- DVP to promote the value of Level 2 to training managers
- Delegates to take on role of advocates for level 2 within their organisations
- Messages about organisations' participation on level 2 to be fed back to strategic leads in organisations
- Review take up between statutory and voluntary sectors, in order to ascertain impact of charging (£150)

▪ **Appendix 1: Training Programme for Domestic Violence Level 2**

<b>DATE</b>	<b>TRAINERS/ FACILITATORS</b>	<b>VENUE</b>	<b>DISTRICT</b>	<b>CATERING</b>	<b>PARKING</b>
<b>8/9<sup>th</sup> DECEMBER</b>	<b>Jodie Das &amp; Ann Haynes</b>	<b>RIVERSIDE CHRISTIAN CENTRE, EXETER</b>	<b>EXETER</b>	<b>DRINKS &amp; CATERING AVAILABLE</b>	<b>NONE</b>
<b>16/17<sup>TH</sup> DECEMBER</b>	<b>Jodie Das &amp; Ann Haynes</b>	<b>RIVERSIDE CHRISTIAN CENTRE, EXETER</b>	<b>EXETER</b>	<b>DRINKS &amp; CATERING AVAILABLE</b>	<b>LIMITED</b>
<b>14/15<sup>th</sup> JANUARY</b>	<b>Jodie Das &amp; Ann Haynes</b>	<b>NEWTON ABBOTT RACE COURSE, NEWTON ABBOT</b>	<b>SOUTH HAMS &amp; TEIGNBRIDGE</b>	<b>DRINKS &amp; CATERING AVAILABLE</b>	<b>YES</b>
<b>2/3<sup>rd</sup> FEBRUARY</b>	<b>Jodie Das &amp; Ann Haynes</b>	<b>LARKBEARE HOUSE, EXETER</b>	<b>EXETER</b>	<b>DRINKS &amp; CATERING AVAILABLE</b>	<b>YES</b>

**Appendix 2a:**

**LEVEL 2 TACKLING DOMESTIC VIOLENCE – THE IMPACT ON CHILDREN**

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**

- To demonstrate an understanding of the links between domestic violence and child abuse**

**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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- To appreciate the ways that Domestic Violence can affect children and young people**

**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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- To identify risks from abusing parents that may present to children & non abusing parents, and carry out risk assessments**

**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**

**4. To consider techniques for engaging with and assisting children & young people that have experienced 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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**5. To provide strategies and practices to protect and safeguard those experiencing domestic violence**

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

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**8. Any additional comments**

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**THANK YOU FOR YOUR TIME**



## Level 2 Course: Domestic Violence - The Impact on Children

### Feedback from Focus Group 15<sup>th</sup> March 2004

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#### **Make up:**

A cross section of delegates from a variety of agencies and across the four pilot programmes. We tried to ensure gender mix by encouraging as many men as possible. *(Please see Appendix 1)*

It showed the commitment of the group and the importance of the topic that all but one of the invited participants attended, which is a very high uptake for typical focus groups.

#### **Style:**

The delegates were briefed that they were encouraged to be as honest as possible and not to agree with each other or just say the “right” things, which often happens in focus groups. All were encouraged to participate through a series of questions. In general everyone participated, however it was interesting to note that some felt the need to make comments on a one-to-one basis.

The feedback concentrated on four main areas: Content, Delivery, Accreditation and Impact on the Workplace. *(Please see Appendix 2)*

#### **Feedback:**

The following are a mixture of comments from the group. 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. This is due to the quality of the programme and also individuals’ reluctance to be brutally honest. Some comments have been added that were fed back from group members on an individual basis.

**i) Content:**

<b>POSITIVE</b>	<b>NEGATIVE</b>
<p>A very powerful course which made a real difference in people's understanding and practice.</p> <p>Was very complimentary to other professional learning in this area, especially Social Services and Police.</p> <p>Linked well and did not repeat previous work.</p> <p>Learning which had been covered in Level 1 (e.g. statistics, impact on children, why women stay?,) seemed to really stick this time. (NB Negative: why wasn't it recognised on Level 1?)</p>	<p>More in depth information needed on some of the statistics</p> <p>Too many aims and objectives, therefore maybe not enough focus or time in just two days. Is three days possible / needed?</p> <p>Too many OHP's without enough time to reflect (see delivery).</p> <p>Balance of Male victims not covered clearly enough, too much from only female perspective.</p> <p>Notes required from certain sessions, flipcharts written/typed up?</p> <p>Useful to have some guidelines about engaging with children and young people (cyp)</p> <p>More on civil law and cyp</p> <p>Insights from child psychologist re effects of DV on cyp would be useful</p> <p>Handout on 'risk assessment' would be useful</p>

**ii) Delivery:**

<b>POSITIVE</b>	<b>NEGATIVE</b>
<p>Collective recognition of how well a difficult and emotive subject covered.</p> <p>A very safe environment. Positive approach.</p> <p>Very approachable and ready to give individual guidance and information at breaks etc.</p> <p>Incredibly knowledgeable.</p> <p>Good mixture of discussion and activities.</p> <p>Pace in general very good.</p> <p>Role play was useful and have used it subsequently</p> <p>2<sup>nd</sup> morning allowed time and space for reflection</p>	<p>Too many OHP's and being talked at some of the first day.</p> <p>Content not always available, handouts added a bit ad hoc.</p> <p>Content and layout of overheads not always consistent between two trainers.</p> <p>At times delegates need more time to find out for them selves rather than being told.</p> <p>More challenge required rather than just agreement</p> <p>Not all delegates encouraged to participate fully, some were very passive or only contributed in small group work</p> <p>Tension between style of trainers and balance of content. Not an equal sharing of responsibility and authority.</p> <p>Encourage more use of the Resource table for further reading/materials</p> <p>Workbook available at the start of the course</p> <p>Add evaluation question "What aspects of this course do you want to know more about?"</p> <p>Needed clarity about how to look after each other on the course</p> <p>Need to cover the 'At Risk' Register</p>

**iii) Accreditation:**

<p style="text-align: center;"><b>POSITIVE</b></p>	<p style="text-align: center;"><b>NEGATIVE</b></p>
<p>Depth of work and length of time required seems very appropriate.</p> <p>Found it useful and thought provoking, rather than just going through the motions to complete it for the accreditation.</p> <p>Nearly all recognised importance of gaining an accreditation (NB a very high take up rate from this group 14/15 – 93% compared with overall rate of 70% - which is still high)</p> <p>Good compact reference guide</p> <p>Valuable to have a certificate</p> <p>Course as valuable without accreditation</p> <p>Accreditation process reinforces learning experience by returning to the course materials and expanding on them</p> <p>“Increased my learning beyond the two course days through the accreditation process”</p>	<p>Some frustration of how long it takes to get feedback re workbook.</p> <p>One or two concerned about getting the level of input right and would like clearer instructions/ examples.</p> <p>Maybe a briefing at beginning of course to identify when to make notes /plans as delegates go through the two days.</p> <p>More practical work could be added to ensure it is recognised that changes are needed in the workplace.</p> <p>What is the course’s academic level?</p>

iv) Workplace:

<p style="text-align: center;"><b>POSITIVE</b></p>	<p style="text-align: center;"><b>NEGATIVE</b></p>
<p><b>Comments:</b></p> <p>“Made a real difference how I approach children cases”</p> <p>“Increased my confidence dramatically”</p> <p>“All people in children services should do it!”</p> <p>“Increased awareness of other people’s roles and helped build a support network which is not available locally.”</p> <p>“ Already using the content to inform rest of team and change practice.”</p> <p>“Inspired me and gave me hope about a very difficult but important issue.”</p> <p>“At the end of the first day I was looking forward to the second day”</p> <p>“After this course we still need training tailored to our organisation’s practice”</p> <p>“Should have this as an approved social worker course”</p> <p>“Re-affirmed my knowledge”</p> <p>“This should be incorporated into Community Public Health Nursing”</p> <p>“Encourages you to talk to other agencies beyond the training delegates”</p> <p>“Gave you a sense of hope”</p> <p>Experienced practitioners, including police and social workers, expanded their working practices as a result of the course and engaged with external agencies</p> <p>“I will now consider DV as an option – it’s deepened my knowledge.”</p>	<p>Funding is an issue, over one third thought they would find it very difficult if not impossible to get £150.</p> <p>Difficult to change other practitioners and /or managers’ behaviour or view.</p> <p>Lack of commitment on the ability to change practice from other delegates.</p>

**Appendix1: Focus Group Participants**

<b>Name</b>	<b>Organisation</b>	<b>Course Attended</b>
Dominique Holmes	Health Visitor, Ottery St Mary	8 & 9 Dec
Jenny Moss	Teenage Pregnancy Support Worker, Honiton	16 & 17 Dec
Kerry McCabe	DYA	14 & 15 Jan
Sophie Morgan	Police DVO	8 & 9 Dec
Sharon Hughes	Ivybridge Comm College	8 & 9 Dec
John Woolner	Social Services Dept	16 & 17 Dec
Dawn McCormack	Police DVO	14 & 15 Jan
Sarah Adams	Sure Start Dawlish & Teignmouth	8 & 9 Dec
Pat Dunn	Home Start Mid Devon	2 & 3 Feb
Mark Coulter	Devon MALE	14 & 15 Jan
Dinah Mears	Social Services/ Independent Trainer	2 & 3 Feb
Pete Rosser	Probation Service	2 & 3 Feb
Jane Lake	Okehampton Comm. College	8 & 9 Dec

Rachel Martin  
Michael Beechener

– DV Prevention Co-ordinator  
- Training & Development Consultant

## Appendix 2: Focus Group Core Questions

Content	Delivery	Accreditation/ Workplace
<p>Was the training generally at the right level? Or sometimes too hard or too easy?</p> <p>What was the most useful thing that you learnt?</p> <p>What would you like to have learnt more about?</p> <p>Which part, if any, was least useful?</p> <p>Did the content challenges some of your attitudes/ideas/your ways of doing things?</p>	<p>How did the training "feel", did you feel Welcome, "comfortable" yet challenging.</p> <p>Was the level of challenge appropriate?</p> <p>Did the trainers compliment each other? Styles, info, interaction?</p> <p>Was the use of OHP, flips, handouts etc helpful?</p> <p>What was the pace like? How was time Managed?</p> <p>Did anything get in the way / hindered the training experience?</p> <p>What did you really like about the way training was delivered?</p> <p>How did the training experience compare with Level 1?</p>	<p>How many completed accreditation?</p> <p>How many intend to complete?</p> <p>How would you describe the accreditation process?</p> <p>What if anything are you doing/ would you do differently in the workplace?</p> <p>The overall aim of this training is to change/improve our practice individually and collectively Do you feel that it succeeded?</p>