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Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Welsh Government UNCRC Training: Final Evaluation Report



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Contents

Summary	4
Background	6
Produce and Deliver Sector Specific Training on the United Nations Convention on the Rights of the Child.	6
Aims of Project	6
Project Outcomes	6
Delivery	6
Figure 1 Welsh Government UNCRC Training Delivery Schedule.	7
Overview of Participant Engagement UNCRC Training	8
Figure 2 Participant Numbers	8
Participants Feelings in Relation to the UNCRC Training	8
Figure 3: All Sectors.....	9
Success Factors	9
i. Meeting of Aims and Outcomes of Project.....	9
ii. Sector Engagement	10
iii. Delivery and use of Animated Videos	10
iv. Training Needs	11
Figure 4	12
v. Additional Outcomes	12
Areas for Further Consideration	13
Conclusions and Recommendations	14
Participant Engagement.....	14
Recommendations for Future Training.....	14
Engagement of Sectors / Organisations:	14
Delivery	14
Accreditation:.....	14
The Need for Further Training:	15
Final Comments	15
Appendix 1: Rationale for not running media sessions	16
Appendix 2: UNCRC Training Evaluation Questionnaire.....	18

Summary

The University of Wales Trinity Saint David (UWTSD), School of Social Justice and Inclusion and School of Early Childhood were awarded the tender to: “...produce and deliver sector specific training on the United Nations Convention on the Rights of the Child”, to 9 children and young people workforce sectors over a 3 year period.

In total **1,627** participants engaged in the training over the three year period. The participants represent a cross section of each of the individual workforce sectors (see evaluation reports year 1-3 and Figure 2) with a number of people responsible for strategic developments within their workforce as well as key operational staff.

Participant perspectives taken from a training evaluation questionnaire¹ demonstrate that the training has been very well received and has to a great extent met the project aims and outcomes. It can be illustrated from the three years of evaluation evidence that the majority of participants **91%** found the training to be of an **excellent and very good** standard, understanding and awareness of the UNCRC has increased with the aim evident to implement the knowledge into their practice as well as share it with their colleagues/organisations—children/young people and parents. The delivery of the sessions were viewed positively with the interactive activities, use of videos and group discussions being of value; the facilitator’s style of delivery was seen as effective—engaging and appropriate with each sector.

Sector engagement occurred throughout the three years of the project and ensured that the content and delivery of the training was relevant and appropriate for each sector. This is viewed as a key success factor for the project.

For the success of any future training it is suggested that the following could be considered:

- ensure meaningful engagement with sectors to ensure the training, materials and delivery meets their needs;
- adopt a reflective and participatory model of delivery that enables the development of praxis in relation to workforce contexts and sharing of good practices;
- consider further utilising more children and young people’s perspectives;
- consider undertaking further training with qualifying courses and working with HE institutions to embed in programmes of study and
- develop online workplace CPD accreditation and certification.

This has been a positive and successful project which has demonstrated the Welsh Governments duty “...to promote knowledge and understanding amongst the public (including children) of the Convention and the Protocols” and has provided a “...comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices”. Additional positive outcomes are the dissemination of the projects aims, outcomes and feedback from the training, this has further promoted the Welsh Governments commitment to children’s rights. It would seem important to further

extend such training—particularly in sectors where they are just starting on a rights journey (such as: the Sport sector, and a number of Health Boards).

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Background

Produce and Deliver Sector Specific Training on the United Nations Convention on the Rights of the Child.

The University of Wales Trinity Saint David (UWTSD, School of Social Justice and Inclusion and School of Early Childhood were awarded the tender to: “...produce and deliver sector specific training on the United Nations Convention on the Rights of the Child”, to 9 children and young people workforce sectors over a 3 year period.

Aims of Project

The two aims of the project are as follows:

1. Provide a comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices.
2. Encourage each sector to take ownership and introduce the training into their learning and development programme.

Project Outcomes

The project intends to produce the following outcomes:

- To increase awareness of the UNCRC and children’s rights in Wales.
- To increase understanding of how the sectors impact on children’s rights
- To enable the sectors to realise their importance in enabling children and young people to access their rights and subsequently take ownership and integrate the training into their own workforce planning.

Delivery

The project involved delivering training to 9 key workforce sectors which included:

- Education
- Social Care
- Childcare
- Police
- Youth Justice
- Health
- Sport
- Media

Figure 1 outlines the number of sessions to be delivered each year of the project as specified by WG. All sessions have been delivered; additional sessions were run for Health as a result of transferring the 7 sessions originally designated for the media as there was no engagement from the media sector in relation to the training (See appendix 1 for rationale for not delivering to the Media sector) . The size of each local Health Authority warranted additional sessions being provided.

Figure 1 Welsh Government UNCRC Training Delivery Schedule.

Year 1 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Total	21 sessions
Year 2 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Year 2 - 3 sectors (year1 sectors) x 3 catch up sessions	<u>9 sessions</u>
Total	30 sessions
Year 3 - 7 sessions (inc. 2 pilot sessions) for 3 sectors	21 sessions
Year 3 - 6 sectors (years 1 & 2) x 3 catch up sessions	<u>18 sessions</u>
Total	39 sessions

To meet the aims and objectives of the project, ensure that all training was sector specific and contextualised appropriately UWTSD worked with key representatives of the workforce sectors to inform: the delivery, materials and training. UWTSD and key stakeholders worked with Eliesha Cymru to develop animated videos to support the interactive training.

To further address the aims and objectives the training sessions were designed to enable praxis through utilising participatory and reflective activities as well as engage a range of resources; it allowed debate and discussion around the principles of the UNCRC and how they can be embedded into practice. In the main the training sessions were 3 hours in length, however for the Health sector and to meet their patterns of work shorter lessons were provided (1.5 hours).

In total **1,627** participants engaged in the training. Participant perspectives taken from a training evaluation questionnaire² illustrate that **91% felt that the training was of an excellent and very good standard** (See Figure 3), demonstrating that the training has been very well received and has to a great extent met the project aims and outcomes.

Overview of Participant Engagement UNCRC Training

Evaluation of the training was carried out through a post training session questionnaire, which sought both formative and summative feedback (see appendix 2 for a copy of the questionnaire utilised). Ethical approval for the evaluation was provided by UWTSD Ethics committee, the evaluation adhered to strict ethical procedures including: ensuring participant anonymity and compliance with the UWTSD data management and storage policy (<http://www.uwtسد.ac.uk/library/research-data-management/>).

From across all the 8 sectors that engaged with the training the total number of participants were **1,627**. Figure 2 illustrates the breakdown for each sector (see Evaluation reports for year one to year three for full details of participants). As is evident from the yearly evaluation reports the participants represent a cross section of each of the individual workforce sectors (see evaluation reports) with a number of people responsible for strategic developments within their workforce as well as key operational staff.

Figure 2 Participant Numbers

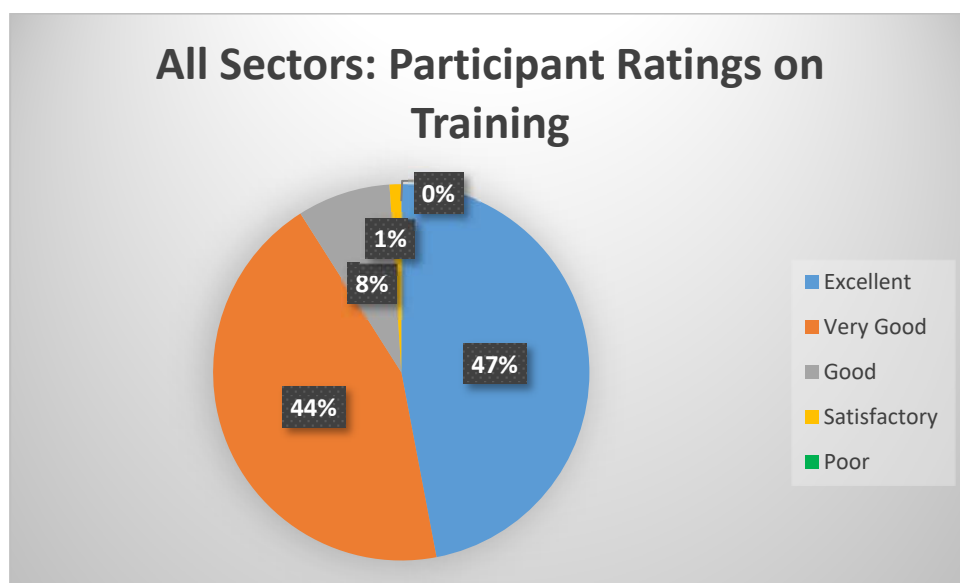
Sector	Numbers
i. Education	317
ii. Social Care	150
iii. Child Care	266
iv. Police	126
v. Youth Justice	101
vi. Local Authorities	132
vii. Health	456
viii. Sport	79
Total	1,627

Participants Feelings in Relation to the UNCRC Training.

Figure 3 illustrate participant's ratings of the UNCRC training they engaged in, they were asked to indicate their ratings on a Likert scale between 1-5, with 5 being excellent and 1 being poor. The figures illustrate that for each sector the majority of participants scored that they felt the training was of an excellent and very good standard, this is clear across all three sectors as indicated in Figure 3.

Figure 3: All Sectors

From all sectors it was evident that 47% of participants felt that the training was of an excellent standard and 43% a very good standard, 8% felt it was a good standard, only 1% Satisfactory and 0% poor.



Success Factors

It is clear from all the evaluation evidence as outlined in the yearly evaluation reports that the project was received positively and raised awareness and knowledge of the UNCRC across all sectors and enabled participants to consider embedding in their practice.

A number of areas can be considered in relation to the positive feedback from participants regarding the project and the successful meeting of the aims and objectives:

i. Meeting of Aims and Outcomes of Project

Firstly, it is evident from the evaluation reports that the majority of participant's awareness of the UNCRC in Wales was increased for example a summary of comments from the project are:

The majority of participants noted:

- *Increased knowledge / raising awareness*
- *New information and understanding of rights*
- *Refreshing Knowledge*

Secondly, how rights are related to their own sector and their impact on children's rights was demonstrated not only during the training session through group discussions but also evidenced in the evaluation feedback for example key issues outlined were:

- *Better understanding of importance of rights and how link to specific sectors*
- *Information relevant to wn work practice*
- *The need to put the child at the centre of what we do*
- *Learning from others and colleague*
- *Opportunities to Reflect on professional practice*
- *Very informative overview of UNCRC, which is very well applied in a sport/ health..... sector.*

Thirdly, the training discussions and evaluation identified that participants intended to utilise the resources from the training to share with colleagues and many were inspired to further embed the UNCRC as can be seen in the comments below:

- *Share resources with colleagues especially videos*
- *Embed vision (sport) / To underpin our strategy and work*
- *“Health: Feel empowered to move this forward with our organisation”,*
- *Use the pledge cards to start implementing some small changes*
- *Reinforcing knowledge and practice:*
 - *Increased involvement of young people*
 - *Filtering to sectors (sport) and Higher Education*
 - *Reflect on what I and organisation need to do differently*
 - *More aware of Childrens rights when working with agencies*
 - *Ensure consistency in training / contribute to training*
 - *In daily Work / reflect on Childrens in relation to my practice*
 - *Inform young people of their rights and help them have their voice heard*
 - *Use it when working with partner agencies*

ii. Sector Engagement

Working closely with key stakeholders and subject matter experts from each of the sectors has been a key success factor in the project. It ensured that the training style and content was appropriate, up to date and relevant. This ensured that a key aim and outcome of the project was met “...enable the sectors to realise their importance in enabling children and young people to access their rights and subsequently take ownership and integrate the training into their own workforce planning” (WG, 2015/16).

Additionally liaison with key experts in Children’s rights further enhanced the robustness of the content of the training, this included:

- Liaison with the all Wales participation workers and individual participation officers
- Working with The Children’s Commissioner’s Office
- Children’s Rights Unit Neath Port-Talbot
- Engagement with Youth Boards
- Discussions with senior staff: Police Commissioners Offices, Health Boards, Youth Justice.

iii. Delivery and use of Animated Videos

As noted on page 7 the delivery model was purposely designed to enable reflection on practice and consideration of how to embed children’s rights therefore the development of “parxis” underpinned the training. The participatory activities enabled group discussion and sharing of good practice as well as consideration of how children’s rights linked to practice—the majority of participants valued these aspects of the training. The animated video resources were a valuable and accessible resource, again highlighted by the majority of participants as positive and accessible. These videos have been shared with a number of participants and are now available on the UWTSd website:

<https://www.uwtsd.ac.uk/uncrc/resources/> for further use.

The delivery model and videos have proven to be particularly well received as identified in the comments below.

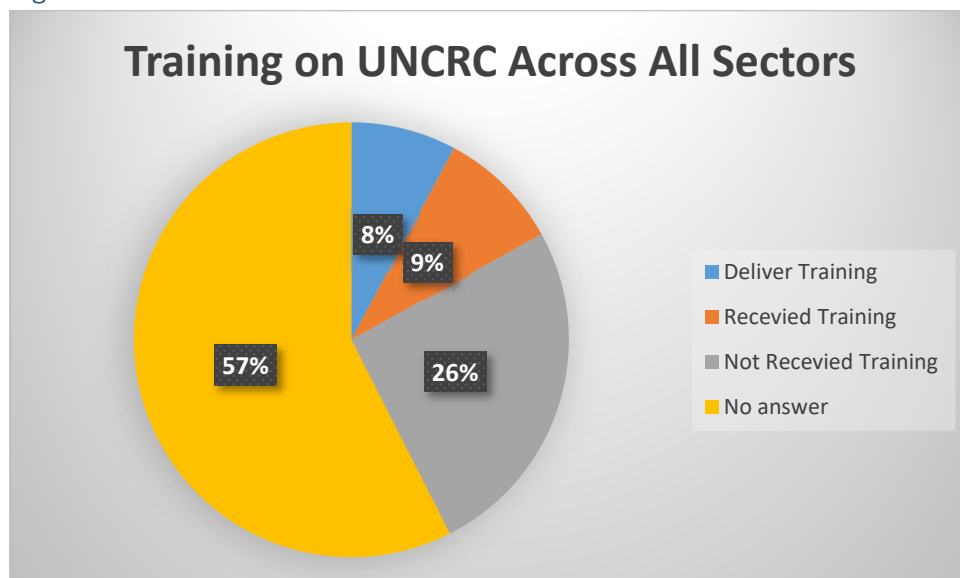
- *“Good Mix of video clips/interactive group work and conversation”.*
- *“Excellent, varied, respectful and engaging”*
- *Use of interactive activities : Good balance between information and activities*
- *Well-presented and delivered / relaxed but professional/ friendly / enthusiastic / knowledgeable/ positive*
- *Thought provoking, stimulating ideas*
- *experienced and knowledgeable trainers*
- *Group Work: “opportunities to discuss and hear about good practice”*
- *Learning from others and colleagues*
- *Opportunity for discussion*
- *Activities : e.g power walk*
- *Enjoyment of session /engaging/ fun / problem solving*
- *Expectations met*
- *The resources that are available free of charge are great asset*
- *Useful to have videos to share with colleagues*

iv. Training Needs

Delivery and the undertaking of training was interpreted in a wide range of ways: Unconventional interpretations included ‘Pastoral care’, ‘supervision’, ‘change of ethos’, ‘leading by example’, ‘showing respect’ and ‘celebrating Eid’. More common approaches were: Child Protection Training, UNCRC training by a variety of organisations, PCP training, CACHE training, and a variety of accredited courses which include training on the rights of child, such as BAs and NVQs.

Figure 4 outlines an overview of participants responses to training engaged in from all 8 sectors, it highlights that it would seem the majority of participants have not undertaken previous training on training on children’s rights, however a significant number of participants did not answer the question. It can be ascertained from the evaluation that training within the education, social care and child care sectors was more prevalent but still not significant and there was limited training in the Police cohort for example. Within Health and Sport again the majority noted lack of training or did not answer the question.

Figure 4



v. Additional Outcomes

There have been a number of additional positive outcomes as a result of the project that have provided opportunities to “...increase awareness of the UNCRC and children’s rights in Wales”—these have included the following:

- i. Conference presentations: Three conference papers have been delivered based on the project, this has included one international Education conference (British Educational Research Association).
- ii. Book Chapter: A book chapter that explores Wales’s policy and practice in relation to the UNCRC has been accepted in: The Routledge International Handbook of Young Children’s Rights—title: Enabling children’s rights in Wales: Developing praxis.
- iii. Liaising with organisations: The work across the sectors with key organisations has provided the opportunity to raise the profile of Welsh Government policy in relation to Children’s rights.
- iv. Sharing of resources: There have been several examples of sharing of practice and resources beyond the training sessions provided, for example:
 - a. Liaison with Cardiff City Council regarding providing video resources for their Rights Respecting City status: The videos developed for this project have been uploaded on to the council’s online training academy and have been used as supporting tools for training. In total 235 people have completed the face to face training with an additional 25 elected members completing 4 hour bespoke training.
 - b. Working with a local Health Authority (Hywel Dda University Health Board) and sharing resources to further develop embedding children’s rights in their organisation.

Areas for Further Consideration

The aims and outcomes of the project as outlined above have been successful as the majority of the participant evaluation has illustrated. Areas however that could be considered further are:

1. A number of participants highlighted that further practical and real-life examples including **more children and young people's perspectives could be included**. Throughout the project we have taken on board this feedback and included scenarios and case studies as part of the discussion (e.g Police sector training), we also had the opportunity for Young People—Sports Ambassadors to help deliver the sports training sessions. ***Further embedding both real practical examples and children and young people's perspectives would further enhance such training.***
2. **Sector Engagement:** Engagement with the various sectors and organisations was very successful in ensuring positive outcomes. ***Such engagement is however very time consuming and this needs to be factored in for any further projects.***
3. **Length of training sessions:** For all sectors apart from Health the training session was 3 hours in length or half a day; for the Health sector to meet the demands of their working environment we had to be more flexible and split the equivalent hours for the sector into shorter training sessions, 1.5 hours for operational staff and 1 hour sessions for executives. ***When designing future training consider the need for such flexibility, however a small % of participants felt the shorter sessions were too short.***
4. **Animated videos:** Overall the majority of participants felt the animated videos enhanced the training. A small percentage found some content to be repetitive and the animations to be simple. ***Continue to ensure the videos are relevant and update as well as being mindful of how they are used in the training.***
5. **Embedding of Training in Qualifying Courses (e.g Nursing, Teacher Training, Social Work).** The training was delivered to students on qualifying courses, from the evaluation it is clear that particularly the nursing students would like to see such training earlier in their programme of study. ***Consider how to further training within qualifying programmes.***
6. **Accreditation:** At the outset of the project it was intended to offer accreditation opportunities for participants. Two UNCRC modules have been validated by the University of Wales Trinity Saint David: one level 20 credit module and 1 level 7 30 credit module. The opportunity to undertake this module was advertised on all promotional material and discussed in the training session. To date no participants have fully completed the accreditation. It could be suggested that is due to the fact that the online module has a credit value and involves assessed work, this is what a HE institution could offer. ***Throughout the project it was discussed with WG and Eleisha that a more appropriate online CPD accreditation could be developed.***

Conclusions and Recommendations

Participant Engagement

The three year project has successfully delivered to Education, Social Care, Child Care, and the Police, Youth Justice, Local Authorities Health and Sports sectors. In total 1,627 participants have engaged in the training. The participant evaluation reports over the three years illustrate that the training has been well received with the majority of participants finding the training excellent or very good (91%) a very small percentage— 8% saw the training as good. The qualitative feedback is on the whole also of an excellent and very good standard. It is clear that the majority of people will utilise this training in their “daily work” and share the training with their colleagues/organisations, children/young people and parents in their own workforce contexts. The key aims of the project were to:

1. Provide a comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices.
2. Encourage each sector to take ownership and introduce the training into their learning and development programme.

It can be demonstrated from the three year evaluations these key aims of the project were worked towards and positively implemented. The comprehensive training delivered evidences that the majority of participants on the training felt their knowledge had increased and they would be sharing their knowledge and resources within their own contexts.

Recommendations for Future Training

Engagement of Sectors / Organisations:

The content and mode of delivery was defined by the initial sector engagement throughout the project. As a result the training appears to have met the majority of needs with the sectors. ***To ensure future success of such training meaningful engagement with sectors and organisations needs to take place.***

Delivery

A reflective and participatory model of delivery enables praxis in relation to workforce contexts and sharing of good practice, this model could be extended in additional training.

Consider further utilising more children and young people’s perspectives in such training.

Consider further training with qualifying courses and working with HE institutions to embed in programmes of study.

Accreditation:

Develop online work-based CPD accreditation and certification.

The Need for Further Training:

Additional training across all sectors is relevant however, where there appears to be greatest demand at present is in the following areas:

1. **Health Boards:** Given the size of the Health Boards the 6 hours of training they have received to date is clearly not sufficient and we have had requests for further training:
 - a. Several health boards, both within Hospitals and with those who work in the community (e.g. Public health teams, District Nurses, School Nurses, and Health Visitors).
 - b. Nursing Degree Programmes
2. **Police:** We have had additional requests to run training for:
 - a. Police School Liaison Officers
 - b. Police Probationary officers / Trainee Police officers
3. **Sport:** The UNCRC is not embedded in sport and therefore requires further promotion: Sport Wales have enquired whether there is an opportunity for further bespoke workshops for Sport Wales and their partners.
4. **Education:** Requests for additional training has been identified with:
 - a. Governor training
 - b. For PGCE students / and BA Qualifying Teacher Training Programmes
 - c. There is also great potential for delivering to children and young people.

In addition to the above there are also a number of sectors that work with children and young people that may benefit from UNCRC training such as: Fire Brigade, Uniform Voluntary Youth Provision (e.g. Guides, Scouts, Air Cadets...). However this may be something to consider for future projects.

Final Comments

This has been a positive and successful project which has demonstrated the Welsh Governments duty "...to promote knowledge and understanding amongst the public (including children) of the Convention and the Protocols" and has provided a "...comprehensive programme of training and accreditation to enable those who work with children and young people to have the knowledge and understanding required to ensure that the principals of the UNCRC are integrated into their practices". Additional positive outcomes are the dissemination of the projects aims, outcomes and feedback from the training, this has further promoted the Welsh Governments commitment to children's rights. It would seem important to further extend such training particularly in sectors where they are just starting on a rights journey (such as with Sport, and a number of Health Boards).

Appendix 1: Rationale for not running media sessions

Welsh Government funded UNCRC Training: University of Wales Trinity Saint Davids

Rationale for not running media sessions, and transferring them to other key sectors;

The WG funded UNCRC training encompasses delivering training sessions to 9 workforce sectors across Wales: Education, Social Care, Childcare, Police, Youth Justice, Local Authorities, Health, Sport, Media.

Eight of the nine sectors have fully engaged to both inform the training content and through attendance at the training. It has however not been possible to engage the media sector.

Steps taken to engage the media sector are outlined below.

Table 1: Steps taken to engage media sector.

Activity / Date	Actions	Issue
1 st December 2017 : Sector Engagement workshop	Advertising for workshop from via direct e-mail to all media organisations within Wales, including media and coms departments of Charites.	No response to any e-mail invitations. Non-attendance at engagement workshop
October 2017-January 2018 Contacting organisations via phone	In addition to e-mail invitations, direct phone calls to organisations to encourage engagement.	Again lack of interest and availability apparent.
November 2017	Discussion with Gareth Evans (ex-education correspondent with the Western Mail)	Gareth noted the challenges faced by the media in Wales and the difficulties of attending face to face training. He noted that the media unlikely to engage in such events.
December 2017	Welsh Government assistance sought; WG communication department contacted all media organisation on the projects behalf.	No response received regarding the e-mail from Welsh Government
January 2018	Project manager for the UNCRC project again contacted all media organisations and followed up on Welsh Government e-mail	Again no response received regarding the project

As result of the lack of engagement as outlined in Table 1, it was proposed to Welsh Government that we transfer the delivery of the media sessions to the other sectors where there is significant demand.

Table 2 outlines additional current session requests which illustrates we could easily deliver the outstanding 7 sessions that would have been run for the media sector.

Table 2 : Proposed Additional sessions to replace Media

Sector	Date / Venue / Org	Number of sessions
Education	15 th February (Healthy Schools Conference Carmarthen)	2
Education	29 th March (UWTSD)	2
Local Authorities	NEATH : Governors Training	Possibly 2
Health	June / July	Additional sessions requests at least 4 but could deliver more
Police		X 2
Total		Approx.: 12

Appendix 2: UNCRC Training Evaluation Questionnaire.

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UNCRC: Children’s Rights Training

Please could you complete this evaluation form?

All responses will be anonymised.

Date		Time	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	Venue	
Your Organisation			
I would be happy to be contacted at a future date.	<input type="checkbox"/> YES <input type="checkbox"/> NO	Name; E-mail:	
Please CIRCLE a number to indicate your FEELINGS about the training with 5 being EXCELLENT 1 being POOR			
	1	2	3
	4	5	
1a. Please give your REASON(S) for making the selection:			
2. What did you value MOST from the training and WHY ?			
3. What did you value LEAST from the training and WHY ?			
4. What ADDITIONS to the training would SUPPORT your work?			

5. How will you **USE** the work explored today?

6. In what way will the training **ENABLE** children and young people to **ACCESS THEIR RIGHTS**?

7. What training do you **ALREADY DELIVER** in regard to UNCRC support your work?

8. Please indicate any training you have **ALREADY UNDERTAKEN** regarding **UNCRC**?

Title of Training

Delivered by . . .

9. Please comment on the **STYLE** of the training and the **FACILITATION** carried out

10. Are there **ANY OTHER COMMENTS** about today's training you would like to make?

Thank you for attending and completing this training questionnaire

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