

CLEAR for Learning Professional Training Delivery Evaluation Report April 2023 to March 2024

This evaluation and report was undertaken Rachel Jones, Business Development Manager with contributions of data analysis from Nicola Henderson (Evaluation and Quality Lead).

The information which has contributed to this report has been based on the professional training which was delivered within the identified report period. CLEAR training courses are evaluated by feedback from those attending at the end of the training course with a follow up within a one month and six month period to ascertain impact of training, further feedback and any additional CPD requirements.

In total, **338** people attended a CLEAR training course within the 12-month reporting period. This was an increase in the number of people who attended in the last period, 2002-2023 which was **108**, equalling a total increase of **230** people trained.

Mental Health First Aid – 2-day training

This nationally recognised, MHFA England accredited course is for people who want to build skills and confidence in supporting others experiencing poor mental health. It is suitable for workplace wellbeing champions/peer-supporters across all sectors and size of business and for anyone working in the health and care sector.

Moving forward, we will be offering First Aid for Mental Health (FAMH) as this is a much more cost effective option. Lucy Richards has been funded via CLEAR to deliver this NUCO qualification.

Eleven MHFA courses were run during the report period, with a total of **82** trained. The evaluation asks attendees to rate (0 is lowest and 10 being highest) their confidence and knowledge before and after the course, alongside the quality of instructor and if they would recommend the course. The outcomes for Confidence pre-mean = 4.58 compared to after mean = 9.05, and for Knowledge pre-mean = 5.08 compared to after mean = 9.18. The outcomes show a significant improvement in confidence and knowledge after the course ($t = -17.66, p > 0.00$ and $t = -16.63, p > 0.00$ respectively). The instructor and their

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delivery were rated on average as 9.6 and the recommendation rating of the course was averaged 9.9.

Examples of the qualitative feedback from trainees attending:

Excellent course, delivered outstandingly well by Maria with a perfect combination of teacher led and group activities, real life scenarios. Her knowledge was outstanding, she was able to add additional statistics and answer questions. Her passion and genuineness came across throughout both sessions for mental health and making a difference and she was very friendly and approachable as well as accommodating and just lovely. I would love to attend more courses and would highly recommend the course and delivery.

I really enjoyed the course and the instructor was brilliant. Maria delivered the course in very relaxed but interesting way which helped the group feel at ease. She was also very knowledgeable and answered all of our questions in detail. I have done lots of courses about mental health but not so much on the practical side. It was nice to have an opportunity to better understand how to support others who may be suffering with mental health conditions. I feel much more confident in being able to apply this knowledge in what could potentially be a difficult situation. I also appreciate the effort being made by MHFA England to promote a better understanding on mental health issues in the UK and making sure that there are more people on hand to help individuals who may be in crisis.

A colleague attended this course with me and she said this was her third MHFA course, and said by comparison it was definitely the best one so I do think this should continue so as many people as possible can be supported with MHFA in the future.

Level 3 Safeguarding NUCO Accredited

Safeguarding and protecting children, young people and vulnerable adults is an important shared priority. The Safeguarding Level 3 training offered by CLEAR is a lifetime qualification and has 6-monthly updates which are shared following the course completion.

A total of **92** professionals trained. The evaluation and feedback is asked for the course content, effectiveness and clarity of training, the support materials, the pace and flow of the course, the training facilities, the trainer's knowledge and expertise, trainers feedback to trainee and group, the trainer's consideration of trainees needs, guidance and preparation for the assessment by the trainer, and overall rating of the course

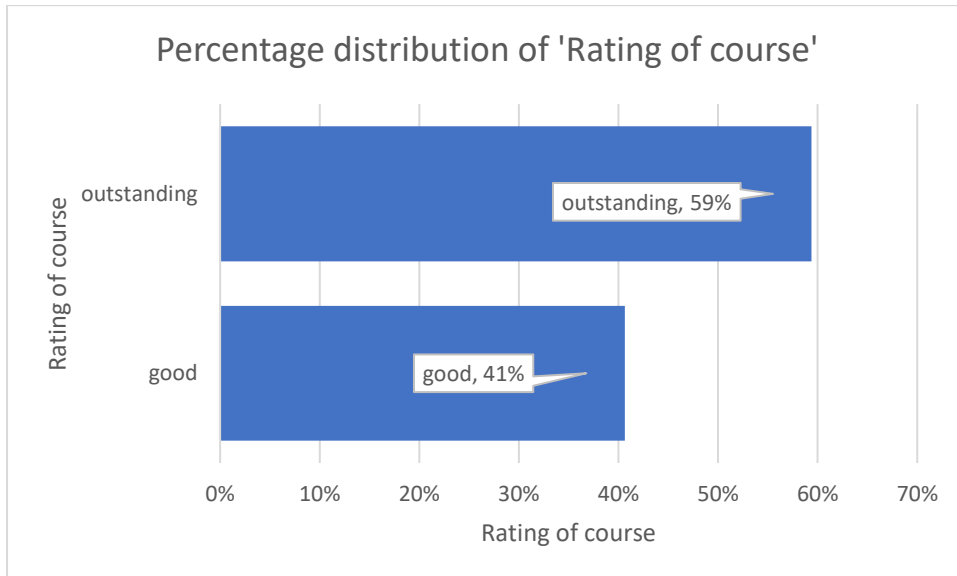
The ratings across all domains had a majority of 'outstanding' compared to 'good'. An example below for the Safeguarding Level 3 Online delivery, $n = 32$

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Examples of the qualitative feedback from trainees attending:

Lucy was really accessible and engaging and the course worked well.

The training was robust, interesting and educating. Lucy is a wonderful trainer she has a very warm, kind demeanour which immediately puts you at ease. The training was perfectly pitched and was well planned. I really enjoyed the aspect of being able to listen to the many other participants stories and information sharing, allowing time for this was really helpful and insightful.

Lucy was a great trainer. I appreciated the way she guided the day (e.g. sharing what we will be covering and relating the material to the assessment). I also appreciated how she positioned herself as not an expert and welcomed the views and experiences of everyone in the training. Thank you!

I enjoyed all of it. It is so important in our work to stay up-to-date with all of the new training/ideas.

Six Month Follow Up Impact Evaluation:

The training was so well received by all that attended and has increased confidence and ensured we are all working to the same standard. Thank you so much again for supporting us with this training.

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CLEAR

Emotional Trauma & Therapy Specialists

I am more vigilant and confident inside and outside work to intervene safely if I see issues or something that could escalate.

Level 2 Safeguarding NUCO Accredited

Safeguarding and protecting children, young people and vulnerable adults is an important shared priority. The Safeguarding Level 2 training offered by CLEAR is provided to those that will not hold safeguarding responsibilities within their day to day work but will require understanding of safeguarding to support their roles and responsibilities.

A total of **55** professionals/practitioners were trained.

Training Feedback Questionnaire (10 = highest rating)	Knowledge Pre (0-10)	Knowledge Post (0-10)	Content (0-10)	Delivery (0-10)
Average ratings	6.2	8.7	9.3	9.7

Examples of the qualitative feedback from trainees attending:

- *As a non-professional young person, I found this course super insightful and helpful, understanding constructs/concepts and systems within the safeguarding role as well as learning about proper conduct.*
- *I liked the way it was delivered, well-paced and easy to understand. Lucy is very knowledgeable and genuine.*
- *Thank you so much for yesterday. The feedback has been an overwhelming “what a fab day” and that your training was great! I’ve done many safeguarding training over the years and this was, by far, the best. You made everyone feel so comfy!!*
- *Calm and approachable trainer, who was very inclusive of my needs.*
- *Very stimulating in terms of discussion and conversation. It was held in a way that everyone could share safely without judgement.*

Bystander Training

The aims of this interactive workshop are to:

- recognise relational abuse, including sexual harassment, hate crime and bullying
- explore the barriers to intervening when incidents occur
- develop strategies to support safe intervention and prevention of harm

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A total of **31** people were trained. Most of those attending this course were attending as part of the newly implemented 'Safe Space' initiative.

Training Feedback Questionnaire (10 = highest rating)	Knowledge Pre (0-10)	Knowledge Post (0-10)	Content (0-10)	Delivery (0-10)
Average ratings	7.5	9.5	9.4	9.6

Examples of the qualitative feedback from trainees attending:

- *Very informative and well presented*
- *Broad discussion with space/time to ask questions*

Safe Spaces

This bespoke training has been developed and implemented this year to support our ambition primarily to reduce violence against women and girls [VAWG], but also to ensure anyone feeling vulnerable or at immediate risk of harm have a safe space in which to seek help, safety and support.

The role of a Safe Space is to support, not to fix. It is an immediate place of safety where anyone feeling vulnerable in the moment can seek refuge and access initial support, which is often a call home or a place to wait whilst contacting emergency services or other professional support. This has particular relevance for businesses in the nighttime economy, retail and hospitality, but is relevant to all.

A total of **18** people were trained early part of 2024 when this initiative was implemented as part of a 'whole town approach', the first of its kind in the UK.

Examples of the qualitative feedback from trainees attending:

- *I really loved how interactive and individual the course was! It helped me to re-enforce a lot of concepts.*
- *It was delivered in a safe way, and I learnt how to respond if I witness negative behaviour.*

Understanding Mental Health

This bespoke training course will support people working within an organisation to understand what mental wellbeing is and how to increase and sustain this for themselves and others they are connected with and responsible for. It will guide in having mental wellbeing conversations and in creating a more supportive work (or other) environment.

A total of **22** people were trained. *This course was introduced early 2024.

Training Questionnaire (10 is highest rating)	Knowledge Pre (0-10)	Knowledge Post (0-10)	Content (0-10)	Delivery (0-10)
Average	6.9	8.9	9.2	9.7

Examples of the qualitative feedback from trainees attending:

- *I really loved how interactive and individual the course was! It helped me to re-enforce a lot of concepts.*
- *Appropriate for the group, Lucy has a lovely teaching style.*
- *The strength of the trainer, Lucy is great and very genuine.*
- *Person-centred and 5 ways to wellbeing.*
- *Wholesome, inclusive, calm, safe discussions*
- *The feedback from everyone has been fab; Matt camps spoke to me yesterday (he's been in the youth sector for years and said this was by far the best training he had done too)*
- *Loved the collaborative nature and the workshops*

Understanding Self Harm

The training session is aimed at organisations and charities who would like to upskill and empower their frontline staff to confidently support and signpost someone who self-harms.

- What is self-harm
- Beliefs, attitudes and myths
- Drivers for self-harm
- The function of self-harm (how and why it helps)
- Psychological and neurobiological factors
- Link between suicide and self-harm
- How best to support someone who self-harm

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A total of **38** professionals / practitioners were trained.

Examples of the qualitative feedback from trainees attending:

- *The way Jenny explains things clearly in a non-judgemental way and being open and honest about herself.*
- *Plenty of time for questions and/or discussion. Good information, tailored to our helpline role. The informative pack and particularly the slides so could make notes.*
- *Made me think about the stigma and pre-judgement.*

Understanding Domestic Abuse

This bespoke course informs how domestic abuse can impact in a myriad of ways, on our friends, family and work colleagues, including health, wellbeing and attendance at work.

This course is designed to:

- give an overview of facts and figures surrounding domestic abuse,
- identify the types of domestic abuse,
- understand the emotional, practical and socioeconomic impact on adult victims/survivors and
- identify how best to offer help and support and/or signposting.

This year there was no uptake of our offers of this course.

Working with Adults who have experienced Sexual Abuse and Relational Trauma

This bespoke training course runs for five face-to-face sessions. It also includes 6 hours of self-study. Delivered by an experienced counselling psychologist and clinical service lead alongside an experienced therapist and professional trainer it provides 30 hours of CPD to be endorsed by CPCAB. The course also includes NUCO accredited Safeguarding L3 training (children and adults) which is a lifetime qualification.

Examples of the qualitative feedback from trainees attending:

A few weeks on and I'm still absorbing and reflecting on the content of the course, and can honestly say it was the best course I've done in a long time. Highly recommended. A good balance of up to date content, backed up by digital resources and handouts. The facilitators encouraged participants to bring their own professional and lived experience into the room and allowed enough discussion time to follow our thought processes, and personal responses to difficult content and we were well held by two professionals who I trusted implicitly to manage the dynamics and emotions in the room

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Evaluation of Courses:

This year, we have reviewed how we capture our feedback post training and improved this from the initial feedback at point of end of training, now by following up training one month and after six months post training. The aim of this is to ensure that our training has met needs of the organisation/individual attending; to measure impact on their organisation and capture any further feedback following implementation to ascertain if we can improve further; and finally, to further support continued professional development of that organisation/individual.

Strengths	Areas for Improvement
<ul style="list-style-type: none"> • quality of training • relationships with Cornwall VSF and other umbrella organisations • evaluation framework 	<ul style="list-style-type: none"> • reliance on availability of funding e.g. from Cornwall VSF to pay for training • lack of sales through Eventbrite leading to cancellations • need for market analysis and segmentation
Learning Points	
<ul style="list-style-type: none"> • an analysis of who each course is aimed at and how best to promote to that specific audience critical to increase sales • once done, marketing and promotion of training to the right audiences needs to be significantly increased and sustained over time 	
Priorities for Service Improvement 2024/25	
<ul style="list-style-type: none"> • Increase direct sales and reduce reliance on grant-funding to pay for training • Develop a 'Trauma-Informed Workplace' offer to support workforce wellbeing and productivity 	

