

CLEAR for Learning Professional Development and Training Delivery Evaluation Report April 2024 to March 2025

This evaluation and report was undertaken by 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. Due to limitations in the capacity and changes in the staffing resources which could be applied to administration of the CLEAR training, the one-month and six-month follow-up for courses has not been consistently undertaken.

In total, 343 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, 2023-2024 which was **338**, equalling a total increase of **5** 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.

Despite advertising, **no take-up of this course was undertaken**. The reasoning behind this we feel is more likely to be due to cost (£350pp), or that it is currently offered free of charge via Healthy Cornwall.

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 **150** professionals trained up from 92 the previous year. Delivery was a mix of face to face within CLEAR/within organisations (8) or online (2). 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 in person delivery, $n = 10$



Examples of the qualitative feedback from professionals attending:

The rich conversations of the grey area's

Thank you! This was a very informative and well presented course

Thank you for having things out on the table, it was really nice not to be singled out for having a funky brain

Allowed examples the group brought to be worked with, very helpful to have subject to life and real-world practice, mix of media used.

I felt that the trainer had made the course totally accessible for me. Really excellent & respectful

Six Month Follow Up Impact Evaluation:

This was not undertaken for the Safeguarding Level 3 training courses.

Level 2 Safeguarding

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 people

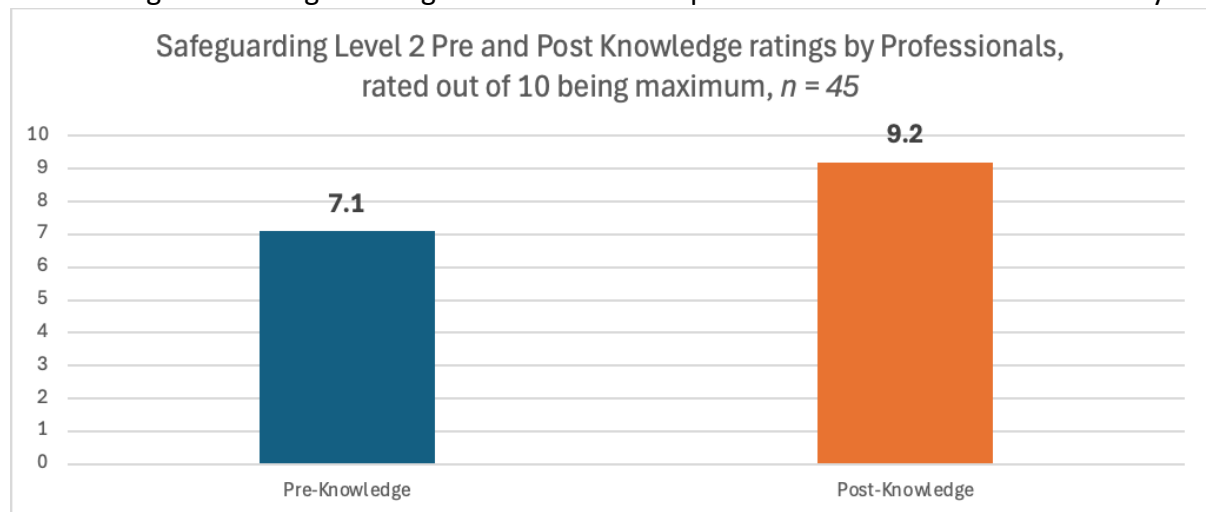
who will not hold safeguarding responsibilities within their day-to-day work but will require understanding of safeguarding to support their roles and responsibilities.

A total of 4 courses were delivered to **66** professionals/practitioners were trained up from 55 the previous year.

Training Feedback Questionnaire (10 = highest rating)	Knowledge Pre (0-10)	Knowledge Post (0-10)	Content (0-10)	Delivery (0-10)
Average ratings	7.1	9.2	9.5	9.7

These are ratings across all those attending training and demonstrate an increase in knowledge as a direct outcome of the training. The averaged ratings also show an exceptional level of Content and Delivery.

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Examples of the qualitative feedback from trainees attending:

I would like to say how much we all enjoyed the safeguarding course you led for us on 17 April at Treverbyn. It was very interesting, informative and well-presented and we all agreed that we had learnt a lot. Thank you.

We have used the links you suggested and think we have now come up with an appropriate policy which we have circulated within TCT for comments. The information on the DBS checks was also very useful and we now have a much clearer picture of who needs what.

Giving everyone time to speak, setting out expected behaviours from the start. Case studies to gather peoples point of view.

Intractive and varied. Really informative and sensitively presented. Thank you very much!

It was delivered in an understanding, informative way. I enjoyed the group involvement.

Very well delivered, it can be an upsetting topic, but it covered everything without being too hard hitting.

Relevant & informative. Difficult subject well delivered, sensitive trainer. Advice given was very helpful and practical and the booklet was good.

I liked how there were interactive parts, and real life examples. I was also able to join via teams due to my own circumstances and not being able to be there in person, and Lucy made sure this was possible.

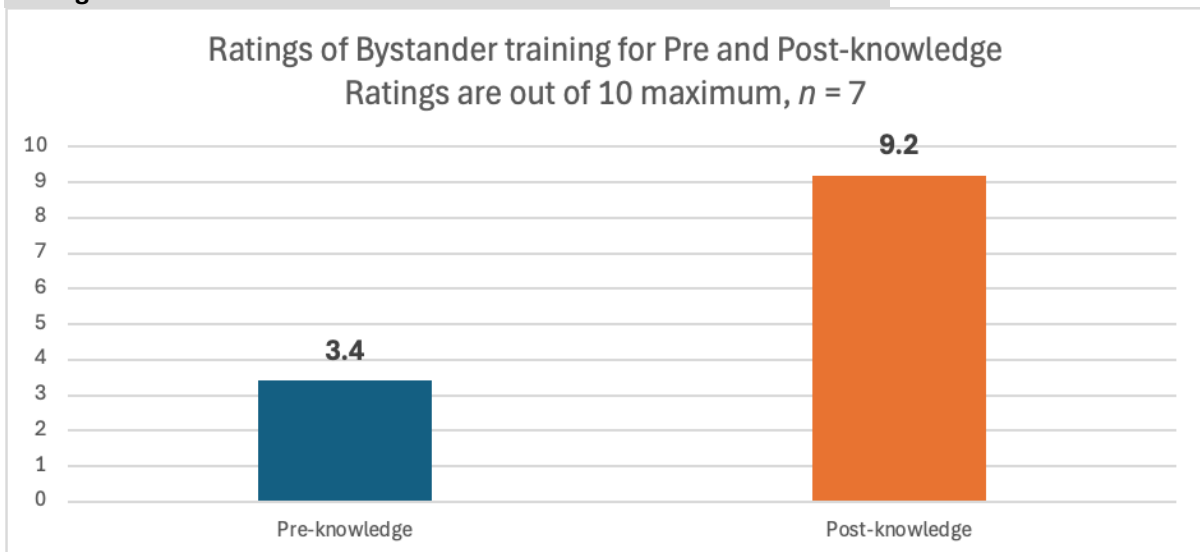
Bystander Training

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

A total of 7 people were trained, being the remainder attending from the end of the previous year's cohort, as part of the newly implemented 'Safe Space' initiative funded by Boardmasters.

Training Feedback Questionnaire (10 = highest rating)	Knowledge Pre (0-10)	Knowledge Post (0-10)	Content (0-10)	Delivery (0-10)
Average ratings	3.4	9.2	9.6	9.8



Examples of the qualitative feedback from trainees attending:

- *The videos and statistics and gaining knowledge*

- *It didn't feel too full or like a lecture, it was clear and concise.*
- *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 **7** people were trained, being the remainder attending from the end of the previous year's cohort, as part of the newly implemented 'Safe Space' initiative 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.

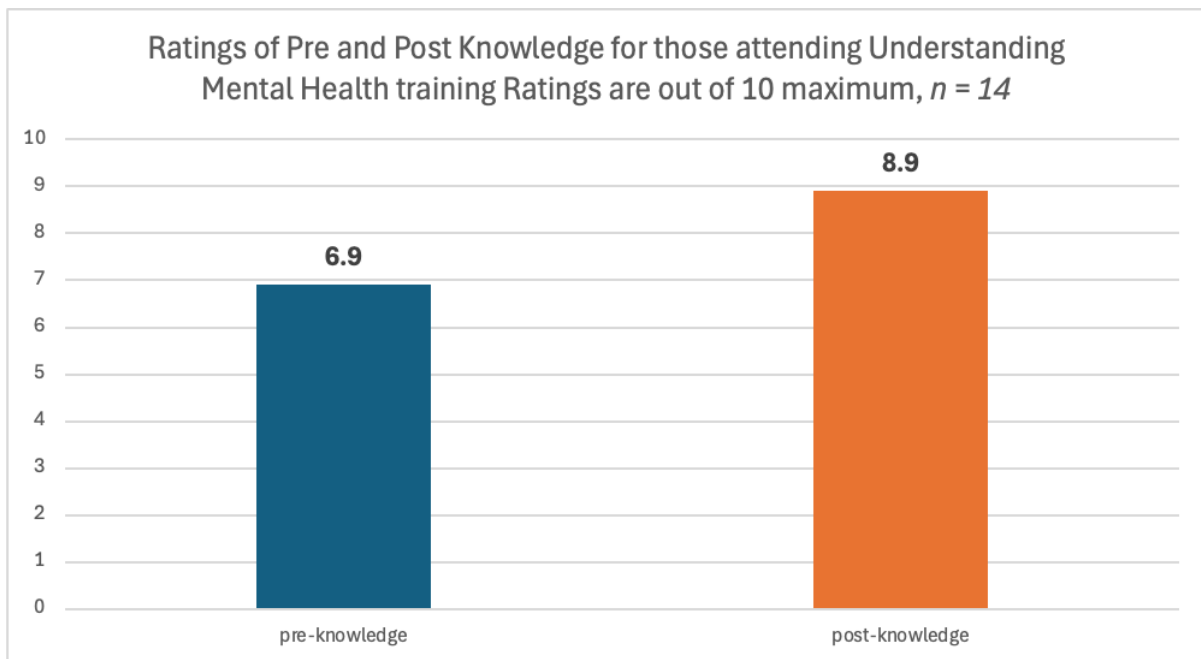
It was delivered in a safe way, and I learnt how to respond if I witness negative behaviour.

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 **14** people were trained, down from 22 the previous year.

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



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

A total of **22** professionals / practitioners were trained, down from 38 the previous year.

Examples of the qualitative feedback from trainees attending:

Responsive, relaxed and flexible to the rabbit holes that we went down.

That it felt more like a discussion & definitely not like a lecture. Also, delivered by someone with lived experience.

Brilliant, yet again.

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.

As per the previous year, there was no uptake of our offers of this course. **This year we have been asked and will be looking at developing this training for people working with children and young people.**

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.

A total of **23** professionals were trained, up from 8 the previous year.

Examples of the qualitative feedback from trainees attending:

- *The immersive delivery and pace, visual content, discussions, the safe space provided and being held.*
- *The mixture of powerpoints, spoken training, interactiveness and space to ask questions.*
- *Knowledge of the trainers*
- *Group dynamic, and trust encouraged by Lexi and Jenny. Structured but with the ability to be fluid and explore what came up. It gave me lots of creative ideas to take forward in therapy.*
- *The compassion and genuine care of the trainers. How well trauma-informed the content and delivery of the course. I felt so held.*
- *How detailed, relevant and sensitive it was. Lexi, Jenny and Lucy - how excellently they took us through the course. So welcoming and friendly and inclusive.*
- *I found the tutors especially and my fellow students very understanding and helpful regarding my hearing loss.*
- *The delivery, content and authenticity of Lexi and Jenny. Exceptional training.*

Understanding Trauma

A newly developed course for 2024, developed by Rachel Jones through research and consultation with Clinical Leads.

Understanding Trauma training offers a powerful exploration into the emotional and physiological impact of trauma, helping individuals and organisations become more compassionate, informed, and resilient.

In this session, we unpack what trauma really is, how it affects us, and why its effects can surface immediately or years later. Those attending will learn to recognise trauma responses, understand the nervous system's role, and explore the ripple effects— personally, professionally, and through vicarious experiences and compassion fatigue. We also dive into stress, overwhelm, and burnout, and discuss how adopting a trauma-informed approach can transform workplaces.

A total of **31** professionals were trained during this year.

Examples of the qualitative feedback from trainees attending:

The delivery and the content. It was well explained at a basic level to someone who has had no trauma training. A good insight before I start my art workshops with young people who have experienced trauma. excellent follow up information as well.

That we didn't dwell on the traumatic experiences they could have had which some people are tempted to do. (Some trainers give detail that triggers me and then I can't fully focus on the present.)

The 4 F's of trauma response was helpful to understand and then how this relates to behaviours later on.

Trauma Informed Workplace

Our Trauma-Informed Workplace Training empowers organisations to transform their culture by embedding empathy, understanding, and practical tools into everyday interactions. This training helps leaders and teams:

- Foster psychological safety, encouraging open communication and innovation.
- Build stronger leadership through empathetic and transparent communication.
- Create an inclusive environment that values diverse experiences and reduces stigma.
- Resolve conflict with compassion, leading to healthier team dynamics.

A total of **18** professionals were trained during this year as a pilot with 2 organisations. This course is now being fully delivered to all sectors.

Examples of the qualitative feedback from trainees attending:

For a session I felt I had to emotionally brace myself for, I actually really enjoyed the session. I felt really relaxed thanks to the training style, introduction and fidget toys. I learned a lot and will definitely recommend that other orgs invest in this training for their teams. Looking forward to moving our work forward. Thank you

The compassionate and informed delivery. Good pace. I liked the video and media to support learning.

Thank you for an informative and well-pitched training, using the right level of seriousness and light hearted humour to create an great balance. Thank you it was amazing :)

Open - I enjoyed the team element and the fact there were 3 of you, I felt the support in the room.

I liked the different metaphor for the brain, liked the content and the pace, defo needed a minimum of 2 trainers to provide support. I loved the mix of personal reflection and workplace focus.

Very enlightening, I learned a lot about how the brain works and the impact of trauma on mental and physical health.

The pace and dynamic of the delivery was spot on. The info kind of flowed over us, even though it was a heavy topic it was gentle delivery.

Informal session meant that people felt safe and comfortable to share.

Opportunities for discussion, flexible approach tailored to needs of group

Strengths: <ul style="list-style-type: none">• High quality training delivery evidenced by participant feedback• Breadth and wealth of experience across the employed team to contribute to training development and delivery• Strong evaluation of quality of the training offer	Areas for Improvement: <ul style="list-style-type: none">• Sales of training other than Safeguarding remain challenging• Lack of contingency for training delivery• Lack of capacity for training development• Both of the above pull on time for employed staff undertaking other roles• Evaluation does not extend to the impact of training on individuals and community
Learning Points: <ul style="list-style-type: none">• There is a need to tailor marketing to audience and build longer term relationships with organisations to ensure consistent sales of non-safeguarding training. Funded training is still the expectation from businesses and VCSE organisations	
Priorities for Service Improvement/Delivery 2025/26: <ul style="list-style-type: none">• Develop contingency within the delivery team -utilise VSF learning fund to do this• Develop an evaluation framework to understand the wider impact of training• Research into audiences, marketing and online capabilities for pre-recorded training delivery – use of interns to support this	