Welcome to the LSCB Training brochure 2019/20, this document has details of the range of safeguarding children training workshops available to all multi-agency professionals and volunteers working with children in the London Borough of Hammersmith and Fulham, Royal Borough of Kensington and Chelsea and Westminster City Council.

The brochure highlights the learning outcomes, suitable audience, dates and venues of the core, specialist and managerial training currently on offer.

However, more courses will continue to be added throughout the year, so please check the LSCB Training website regularly for updates.

Please note that some agencies are subject to charges for the training workshops as follows:

<table>
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<tr>
<th>Service</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>Full Day</td>
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<tr>
<td>Half-Day</td>
<td>£50</td>
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All agencies are subject to late-cancellation or no show fines as follows:

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<td>£60</td>
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More information can be found in the [LSCB Training terms and conditions](#) on page 34.
LSCB Training Brochure 2019/20

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Core Training
Introduction to Safeguarding Children (level 1)

For providers who are private or fee paying the cost will be £50

This half day workshop provides an introduction to the concept of safeguarding children including an exploration of why safeguarding is important, the laws and legislation underpinning our responsibilities, what to look out for and what to do if something is concerning.

The workshop is ideal for those practitioners who are new to working with children and perhaps do not have a great deal of direct contact with children on a daily basis.

The workshop is an introduction, therefore is not suitable for those who are in more direct or senior roles unless they have no previous safeguarding experience.

Learning Outcomes

- An opportunity to address and manage personal attitudes and beliefs
- Gain a basic understanding of the legislative framework
- Gain a basic understanding of how to raise concerns appropriately within each agency
- Have an understanding of possible signs and symptoms of abuse and harm
- Know who to contact about concerns and for making referrals

Dates

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<th>Time</th>
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To book please check the [LSCB Website](https://www.lscb.org.uk) for the new booking information.
Multi-Agency Safeguarding and Child Protection (level 3)

For providers who are private or fee paying the cost will be £80

This full-day workshop includes a range of scenarios designed to explore the various risks children and young people face in our communities. There is more in depth knowledge around legislation and the child protection process is explored. The thresholds of intervention (early help, child in need and child protection) are examined and the referral process is outlined.

This workshop is suitable for those practitioners who work directly with children or parents. Those who attend this workshop should have a basic understanding of safeguarding and what to look out for (as in level 1 above) but they do not have to have attended the above course with the LSCB.

This course is refreshed every 3 years and some practitioners are mandated to attend yearly. The other full-day specialist courses (below) can also meet this yearly update requirement. The half-day refresher (directly below) may also satisfy this. Please discuss with your safeguarding lead or manager if you are unsure.

Learning Outcomes

- Have up to date information about safeguarding children including how to make a referral and an understanding of the thresholds in Child in Need and Child Protection.
- Have knowledge of the lessons from local and national serious case reviews
- Know what is required as members of Child Protection Conferences and Core Groups
- Have explored the barriers to communicating and sharing information both within and outside your organisations and considered what you can personally do to improve the situation

Dates
(all 9.30am – 4.45pm)

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To book please check the [LSCB Website](http://www.lscb.org) for the new booking information.

**Multi-Agency Safeguarding and Child Protection (level 3)**

½ Day Refresher

For providers who are private or fee paying the cost will be £50
This half-day workshop provides an update to practitioners who have attended the above workshop within the past 3 years. New and upcoming legislative changes are explored and emerging or changing risks are highlighted in group work with scenarios.

This course is not suitable for practitioners who have not attended the full day Multi-Agency Safeguarding and Child Protection course before.

**Learning Outcomes**

- Have up to date information about the legal and procedural framework for safeguarding children (thresholds guide, local assessment protocol, referral process, new legislation)

- Understand the changing role of the LSCB and this year's (19-20) LSCB priorities.

- Update your knowledge and understanding of Modern Slavery, CSE, and LADO enquiries and how to respond appropriately.

- Have knowledge of the lessons from local and national serious case reviews

**Dates**

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<td>Petrie Room</td>
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To book please check the [LSCB Website](#) for the new booking information.

**Workshop Raising Awareness of Prevent (WRAP)**
WRAP is a free, 90-minute workshop designed to improve awareness of the Prevent strategy - the Government initiative which offers voluntary safeguarding support to vulnerable individuals at risk of radicalisation. Our training sessions explore topics including radicalisation, vulnerability, grooming, a discussion on how to spot the signs that indicate safeguarding support could be valuable, and how safely to refer an individual for tailored support. We also discuss the range of voluntary support options we are able to provide.

For practitioners in Hammersmith and Fulham, and Kensington and Chelsea:
Please note, practitioners from either LBHF or RBKC can attend either workshop and they can be booked through the Learning Zone on IBC.
For external staff please email prevent@lbhf.gov.uk

The Prevent team can also run bespoke sessions for teams, please email prevent@lbhf.gov.uk to arrange a session

Kensington & Chelsea:
Friday 12 April 2019, 10:00-11:30, Committee Room 1, Kensington Town Hall
Tuesday 30 April 2019, 10:00-11:30, Committee Room 1, Kensington Town Hall
Friday 24 May 2019, 14:00-15:30, Committee Room 1, Kensington Town Hall
Monday 24 June 2019, 14:00-15:30, Christmas Room, Freeman Suite, Kensington Town Hall
Tuesday 16 July 2019, 10:00-11:30, Christmas Room, Freeman Suite, Kensington Town Hall
Wednesday 7 August 2019, 14:00-15:30, Christmas Room, Freeman Suite, Kensington Town Hall
Thursday 19 September 2019, 10:00-11:30, Christmas Room, Freeman Suite, Kensington Town Hall
Monday 7 October 2019, 14:00-15:30, Christmas Room, Freeman Suite, Kensington Town Hall
Wednesday 13 November 2019, 10:00-11:30, Christmas Room, Freeman Suite, Kensington Town Hall

Hammersmith & Fulham:
Tuesday 16 April 2019, 10:00-11:30, Courtyard Room, Hammersmith Town Hall
Tuesday 7 May 2019, 14:00-15:30, 145 King Street, 4th floor, Meeting Room 2
Thursday 6 June 2019, 10:00-11:30, 145 King Street, 4th floor, Meeting Room 2
Thursday 11 July 2019, 10:00-11:30, 145 King Street, 4th floor, Meeting Room 2
LSCB Training Brochure 2019/20

Wednesday 14 August 2019, 10:00-11:30, 145 King Street, 4th floor, Meeting Room 2
Monday 2 September 2019, 14:00-15:30, 145 King Street, 4th floor, Meeting Room 2
Friday 11 October 2019, 10:00-11:30, 145 King Street, 4th floor, Meeting Room 2
Friday 22 November 2019, 10:00-11:30, 145 King Street, 4th floor, Meeting Room 2

For practitioners in Westminster:
Upcoming workshops:

Monday 8th April 9:30-11:00AM
Monday 6th May 9:30-11:00AM
Monday 3rd June 9:30-11:00AM
Monday 1st July 9:30-11:00AM

The venue will be Westminster City Hall, 64 Victoria Street SW1E6QP, Floor 18, Room 18.02
email prevent@westminster.gov.uk to book a place.
The Prevent team can also run bespoke sessions for teams, please email prevent@westminster.gov.uk to arrange a session.
Managerial Training
Training Programme 2019/20 – Managerial

Meet the LADO

This 2-hour workshop, delivered by the Local Authority Designated Officer, provides an introduction to the process by which allegations against professionals are managed. Scenarios are explored with different risk areas and delegates are guided through what might happen in the process and made aware of what they should be doing. It is suitable for managers, deputy managers, governors and trustees.

This workshop touches on some areas from the Safer Recruitment workshop but it is not a replacement for that workshop.

Learning Outcomes

- Understand the legal framework for safeguarding in a professional context and the role of the LADO
- Explore how allegations against professionals are managed
- Understand how to make a referral to the LADO and what information needs to be shared and considered.

Dates

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To book please check the [LSCB Website](#) for the new booking information.
Safer Recruitment (level 6)

For providers who are private or fee paying the cost will be £80

This full-day workshop is accredited by the Lucy Faithfull foundation and is suitable for managers and HR staff, including those who are involved in recruiting. The workshop provides a comprehensive approach to recruiting which aims to reduce the risk of unsuitable people gaining access to children through employment or voluntary work.

The workshop highlights a model of sex-offender’s behaviour which is then applied to the recruitment process to show how organisations can work towards preventing offenders from working in their setting. This workshop also explores how organisations can create an ongoing culture of vigilance and support staff to ensure this is organisation-wide.

If you have not attended the accredited training with the past 5 years, this session is the most suitable. However, if you would like an update sooner than 5 years, please see the ½ day refresher on the next page.

Learning Outcomes

• Have an awareness of the need for safer recruitment
• Be aware of the means by which unsuitable people can gain access to children and vulnerable people
• Be aware of the means by which safer recruitment can be achieved
• Be aware of the processes for handling allegations against staff in order that staff have the confidence to identify those who may pose a risk to children and vulnerable people, and so that staff will know what to do if/when they have to deal with these issues.

Dates

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To book please check the [LSCB Website](#) for the new booking information.
Safer Recruitment ½ Day Refresher

For providers who are private or fee paying the cost will be £50

This workshop is for practitioners who have previously attended the full day Safer Recruitment workshop (above). Please note: evidence of attendance will be required.

This workshop is **not accredited** and updates on the previous knowledge explored in the full day workshop, including any legislative changes and recent professional misconduct cases in the news media.

### Dates

<table>
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<tr>
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<th>Location</th>
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To book please check the [LSCB Website](#) for the new booking information.
Specialist Training
Awareness of Harmful Practices in Relation to Safeguarding Children (Forced Marriage, so called honour based violence and FGM)

This one-day workshop is delivered by the Female Genital Mutilation (FGM) practice lead for the three boroughs and a qualified social worker. The session will focus on forced marriage and female genital mutilation, but will also touch on some other harmful practices.

Learning Objectives:

• Be able to understand the difference between forced marriage and arrange marriage
• To have an understanding of children who may be at risk in relation to so called honour based violence
• To be able to safeguard children at risk of so called honour based violence
• To have an increased awareness in relation to witchcraft abuse
• To have an understanding of children at risk of female genital mutilation and the different levels
• To be able to safeguard children at risk of female genital mutilation
• Be able to make appropriate referrals when concerns are raised in these areas

Dates

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To book please check the LSCB Website for the new booking information.
Child Sexual Exploitation: A Trauma Focused Approach

For providers who are private or fee paying the cost will be £80

This one day workshop is delivered by Women and Girls Network and has been designed to specifically focus on working with young girls and women.

Learning Outcomes

- Defining child sexual exploitation (CSE)
- Exploring attitudes regarding CSE whilst challenging myths and stereotypes
- Increase awareness and understanding of risk and vulnerability factors
- Recognising indicators and signs of risk or involvement in CSE
- Increase awareness and understanding into grooming techniques and profiles of perpetrators
- Increase awareness and understanding of the impact of trauma from a neuroscience perspective, including the trauma cycle, trauma responses,
- Long-term impact and the risks and links to poly-victimisation.
- Increase awareness and understanding of the impact of the work on self as a practitioner, while exploring techniques to support self-care and professional resilience.

Dates

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To book please check the LSCB Website for the new booking information.
Child Mental Health

This workshop is a basic introduction to Child mental health. It covers issues such as identifying vulnerabilities, what might impact child mental health and how to recognize when someone is becoming unwell.

It will also look at what support is available locally to address these needs.

There will also be opportunities to discuss case scenarios.

Learning outcomes

- The workshop is intended to give an understanding of Child mental health
- To increase awareness of vulnerabilities and risks to child mental health
- To support recognition of signs and symptoms of mental ill health
- To increase confidence in how to access local support

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Contextual Safeguarding is an approach to understanding, and responding to, young people’s experiences of significant harm beyond their families. It recognises that the different relationships that young people form in their neighbourhoods, schools and online can feature violence and abuse. Parents and carers have little influence over these contexts, and young people’s experiences of extra-familial abuse can undermine parent-child relationships.

This workshop will explore the ways services can begin to think wider than the family situation in order to ensure safety and recognise risks to children and young people.

*Please note this session is different from the Safeguarding and Gang Awareness and Child Sexual Exploitation sessions.*

### Dates

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Harmful Sexual Behaviour

These sessions are delivered by practitioners from the Taith Project. Taith is an assessment and specialist intervention service for children and young people aged five to 21 years with harmful or problematic sexual behaviour. tigerservices@barnardos.org.uk

These sessions are free of charge to all organisations.

What is Harmful Sexual Behaviour (HSB)? 1 hour session

Learning Outcomes:

- Participants will have a greater understanding of what is sexually harmful behaviour and the difference between HSB and Child Sexual Exploitation (CSE)
- Participants will have a greater knowledge of what behaviour is developmentally appropriate, and there what is not.

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Talking about HSB with Children, Young People, Families and other professionals (half day session)

Learning Outcomes:

- Participants will have greater confidence in engaging positively with children, young people with sexually harmful behaviour and their families
- Participants will have greater knowledge of the Signs and Symptoms of HSB
- Participants will have a greater understanding of the impact of trauma on neuro development and the links between Trauma and HSB
- Participants will have a greater understanding of the role of parenting and how to talk to parents about HSB
- Participants will have greater understanding of how to respond to siblings victims of HSB

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To book please check the LSCB Website for the new booking information.
Keeping Children Safer Online

For providers who are private or fee paying the cost will be £50

This workshop, jointly delivered with Helen Warner, aims to help practitioners to develop the knowledge, awareness and tools to support parents/carers to keep their children safer online.

**Learning Outcomes**

- Review the risks, challenges and trends to children and young people.
- Consider how to support parents/carers.
- Provide an opportunity for you to share experiences.
- Signpost you to useful resources

**Dates**

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To book please check the LSCB Website for the new booking information.
Learning from Serious Case Reviews

For providers who are private or fee paying the cost will be £50

These 2-hour sessions will focus on a variety of topics from recent local and national serious case reviews and learning reviews. Some of the recommendations will be explored and delegates will be encouraged to discuss the learning that applies to their setting and some changes that they may be able to implement.

These sessions are suitable for all frontline practitioners and managers and, depending on the topic, may be more suited to some settings than others.

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To book please check the LSCB Website for the new booking information.
Multi-Agency Safeguarding Hub

‘MASH’ Open Day

Please note that this is an information session.

Come and visit one of the MASH Open Day Sessions where you will be able to learn about what MASH stands for, what we do, how MASH can help and who is involved within it. It will provide you with an opportunity to ask questions as well as get to know MASH processes a little more.

To book please check the LSCB Website for the new booking information.

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<tr>
<td>12.09.2019</td>
<td>Frampton Street</td>
<td>Lisson Grove, NW8</td>
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Modern Slavery Training for Multi-Agency Professionals
(Child Focused Session)

For providers who are private or fee paying the cost will be £50

This workshop, delivered by the Modern Slavery Co-Ordinator (Stop the Traffik) and LSCB trainer will help to explore modern slavery and trafficking and the risk to children and young people. The workshop also touches on some aspects of adults at risk of modern slavery and trafficking.

Learning Objectives:
• How to define human trafficking & modern slavery;
• How to spot the difference between trafficking & smuggling;
• Legislation overview: The Modern Slavery Act & NRM;
• How to identify potential victims of human trafficking
• How young people may be recruited into trafficking situations
• How to overcome barriers to disclosure;
• How to report concerns

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To book please check the LSCB website for new booking information.
Multi-Agency Risk Assessment Conference (MARAC) Workshop

For providers who are private or fee paying the cost will be £50

Learning Outcomes

A deeper awareness and understanding of the scope and purpose of the MARAC and how to refer to it, including your role in understanding what constitutes a high risk domestic abuse case and how the MARAC fits alongside the ongoing risk reduction work of front line agencies.

How to assess risk using the Safe Lives Risk Indicator Checklist (RIC) and identifying appropriate interventions/responses to domestic abuse.

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<td>Kensington Town Hall</td>
<td>Christmas Room</td>
<td>1pm – 4.30pm</td>
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To book please check the LSCB website for new booking information.
Parental mental health

The workshop is a basic introduction to parental mental health.

It covers issues such as identifying vulnerabilities, how to recognize when someone is becoming unwell how parental mental ill health might impact children and what factors can mitigate against this.

It will also look at what support is available locally to address these needs.

There will also be opportunities to discuss case scenarios.

Learning outcomes

- The workshop is intended to give an understanding of parental mental health
- To increase awareness of vulnerabilities and risks associated with parental mental health
- To support recognition of signs and symptoms of mental ill health
- To increase confidence in how to access local support

**Dates**

| 10.07.2019 | Kensington Town Hall | Walford Room | 1.30pm – 4.30pm |

To book please check the LSCB website for new booking information.
Parental Substance Misuse and the Impact on Parenting

For providers who are private or fee paying the cost will be £80

This workshop, jointly delivered by Turning Point and a local authority social worker, supports practitioners to learn about the potential impact of parental substance misuse on children.

**Learning Outcomes**

- Identify the different types of drugs and their effects, both legal and illegal
- Understand why different people might use drugs
- Identify the potential impact of parental use on children across a range of ages, including young carers
- Explore the cycle of change and how this may impact on an assessment
- Identify sources of further support for parents and the professionals working with them
- Have greater clarity about the thresholds for safeguarding children
- Address your own attitudes and beliefs regarding parenting and substance misuse
- Develop an understanding of how to make an effective assessment with reference to the national assessment framework and identify good practice methods.

*Dates will be announced later in the year*

To book please check the LSCB website for new booking information.
Preparing for Child Protection Conferences: A Signs of Safety Approach

This short practical workshop is open to all professionals who may have to contribute to child protection case conferences, including designated safeguarding leads, teachers, head teachers, early years practitioners, early years managers and safeguarding leads, GPs, health visitors, housing officers, police, probation, social workers, early help practitioners, IDVAs and voluntary sector partners.

This workshop will introduce some of the new changes to the Child Protection Conferences in the three boroughs are part of the Partners in Practice innovation.

Learning Outcomes

- Understand how a child protection case conference is run and how professionals are expected to contribute
- Understand how to structure your report for the case conference and what key information to highlight during the conference
- Have an opportunity to practice contributing to a mock case conference and understand different agency perspectives, risk assessment, child protection planning and promoting work with the family
- Gain a basic understanding of the Signs of Safety Risk Assessment Framework and its principles and how these are applied in a child protection case conference.

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<td>06.02.2020</td>
<td>Kensington Town Hall</td>
<td>Petrie Room</td>
<td>2pm – 4.30pm</td>
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Safeguarding Children: Domestic Abuse and Coercive Control

For providers who are private or fee paying the cost will be £80

This full day workshop delivered by Standing Together Against domestic Violence (STADV) is an important area of learning within the wider understanding of Safeguarding Children. Domestic abuse and violence affects very high numbers of children within the UK and is one of the LSCB priorities for 2018/2019.

Learning Outcomes

• Be able to define domestic abuse and coercive control;
• Recognise indicators of domestic abuse in survivors, perpetrators and children;
• Identify and explain tactics of abuse described in the power and control wheel;
• Recognise and explain the impact of domestic abuse on child development;
• Identify appropriate risk assessment tools for survivors and children; and
• Identify and utilise referral pathways for early intervention, child protection and children in need.

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To book please check the LSCB website for new booking information.
Safeguarding Children and Young People: Gang Awareness

For providers who are private or fee paying the cost will be £80

Learning Outcomes

• To have a definition of a ‘gang’ / group / OC / peers
• Understanding the impact and causes of gang association
• The differing roles of young men and young women
• Understanding of past, current and emerging picture of TriB Gangs
• To know how young people are identified as being gang affected
• To be aware of the TriB services available and referral routes
• Gangs in London
• TriB Gangs – formal / informal
• Offending behaviour / patterns
• Cross-borough
• County Lines
• Enforcement activities / Shield pilots
• Understanding what is available to whom
• Understand the multiple ways young women are affected by gangs and roles they can play.
• Over-view of key research
• Understanding risk indicators, services available and what practitioners can do
• Understanding barriers to disclosure and how they can be overcome

Dates will be announced later in the year.
Safeguarding Children with Special Needs

For providers who are private or fee paying the cost will be £80

This workshop delivered by practitioners from the three boroughs, will explore issues around safeguarding children with special needs including disabilities and additional needs.

Learning Outcomes

- To better understand the complexities and subtleties of Safeguarding Children with Special Needs.
- To explore how to communicate differently and how to tailor communication to the specific needs of the child.
- To explore the challenges involved to avoid becoming solely parent focused and consistently hearing the voice of the child.
- To be aware of the referral pathways and services available across the 3 local authorities of Hammersmith and Fulham, Kensington and Chelsea and Westminster.

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To book please check the LSCB website for new booking information.
Support and pathways for children who have been raped or sexually assaulted

For providers who are private or fee paying the cost will be £50

This workshop is delivered by colleagues from the Havens, which are specialist centres in London for people who have been raped or sexually assaulted. It will include a detailed description of the Havens with explanations about the patient pathway and what happens at the Havens.

Learning Outcomes

By the end of the workshop, delegates will:

• Have detailed knowledge of the Havens including the patient pathway.
• Have detailed knowledge of what happens at the Havens, including presentation of evidence, forensic medical examination, and time frames.
• Explore parental consent and explaining to parents.
• Explore ways in which practitioners can support children, young people and adults to access the Havens or other appropriate support.
• Examine the concept that no injuries does not mean there was no assault or rape.

Dates will be announced later in the year.

To book please check the LSCB website for new booking information.
Working with parents who are difficult or evasive can be very frustrating, anxiety inducing and feel restrictive for practitioners. This workshop, delivered by Reconstruct, highlights and explores these concerns and examines the critical dynamic between worker and service user, particularly when concerns about child protection need to be raised.

**Learning Outcomes**

By the end of the workshop participants will be able to:

- Provide an overview of messages from Serious Case Reviews and research.
- Understand the difference between ‘dangerous’, ‘difficult’ & ‘evasive’ behaviour.
- Know how to put the child at the heart of practice whilst dealing with parents who are difficult to work with.
- Practice a model of communication that can be used when faced with difficult situations.
- Explore patterns of behaviour that may be evasive and intentional to mislead practitioners including serial complaining and avoiding.

**Dates**

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To book please check the LSCB website for new booking information.
Young People and Substance Misuse

For providers who are private or fee paying the cost will be £50

This half-day workshop delivered by Insight young people’s service will explore the trends and risks young people in the three boroughs are facing with regards to substance misuse. It will also explore the services available to young people.

Learning Outcomes

By the end of this workshop, delegates will have increased knowledge of;

- current drug trends
- cravings and triggers
- reducing high risk situations

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Some of the external organisations listed below deliver training on some issues specific to their area of work. These pages are intended to raise awareness of external training offers and as such, the LSCB is not *endorsing* any of the training or organisations.

**Standing Together Against Domestic Violence**  

Frontline staff in local services often find themselves confronting domestic violence on a daily basis but are uncertain about how to respond safely and connect survivors to the support they need.

Our research has shown that most gaps in the working practices of agencies can be easily addressed through effective training. Plus, staff who are confident identifying and enquiring about domestic violence make earlier intervention possible, reducing the risk of serious injury to the survivor and saving significant costs to services.

**FORWARD (Foundation for Women's Health Research and Development)**  

FORWARD is committed to gender equality and safeguarding the rights of African girls and women.

As an organisation that has been working on FGM in the UK and Africa for 30 years, FORWARD is a leading expert in this field. Our training is designed to share this expertise, equipping educators, health professionals and other frontline staff with the knowledge, skills and confidence to respond appropriately and effectively to both affected and at risk women and girls. We also are pleased to offer Open College Network (OCN) accredited courses for professionals and frontline staff.

**Iranian and Kurdish Women’s Rights Organisation (IKWRO)**  

- provides training on Forced Marriage and “Honour” Based Violence for the CAADA training for IDVA’s. We also, in partnership with CAADA, train Young People’s Advocates on harmful practices including “Honour” Based Violence, Forced Marriage, Child Marriage and Female Genital Mutilation.

**Women and Girls Network**  
[http://www.wgn.org.uk/training](http://www.wgn.org.uk/training)

- at WGN we are passionate about the training we deliver, and we endeavour to improve and enhance front-line staff effectiveness while influencing best practice in the field of violence against women and girls (VAWG).

We deliver a comprehensive range of training courses, most of which are free to delegates as these courses are funded and commissioned by a number of different funders.

To contact the Training team please email training@wgn.org.uk (please note that this email account is checked on Mondays, Wednesdays, and Fridays).
LSCB Training Terms and Conditions from June 1st 2018

Cost of Training:

The training will continue to remain free of charge for all statutory agencies, voluntary organisations and registered childminders. As the training remains free of charge, there is no provision for lunch during the courses. However, all venues have facilities close by to purchase lunch.

For all private enterprises and profit making organisations there will be a fee for the training. e.g. private GPs, nurseries, education facilities and hospitals.

The fee will be £80 for a full day training and £50 for a half day.

Your organisation will be invoiced following attendance at the training session.

Late cancellation (within less than 5 working days) will normally incur an administrative charge of £100 for a full day or £60 for a half day or less, which will be invoiced to your organisation.

Your Account on the Learning Zone:

The primary method of communication regarding LSCB training will be by email.

Therefore, it is essential that each individual user ensures that all details on the Learning Zone are kept up to date. This includes name, email address, telephone number, manager’s name and email address and role/organisation.

Please email lscb@rbkc.gov.uk if you require any information to be changed or updated.

The LSCB will not be responsible for miscommunication as a result of a user’s information not being up to date.

Lateness Policy & Leaving a course early:

All candidates are requested to arrive 15 minutes prior to the course commencing as the training will begin promptly at the time stated.

One Day courses:

In order to minimise disruption to the training, The LSCB Learning and Development Sub Group have agreed that candidates that are more than 30 minutes late to a 1-day course without making contact with the venue or training team will not be allowed admittance and will be charged the full fee (£100) for non-attendance.

Half Day and shorter workshops:

In order to minimise disruption to the training, the LSCB Learning and Development Subgroup have agreed that candidates who are more than 15 minutes late for a ½ day course or shorter workshop without making contact with the venue or training team will not be allowed admittance and will be charged the full fee (£60) for non-attendance.
Leaving a workshop early:

The LSCB Learning and Development Sub Group have agreed that candidates may not leave the workshop early (unless there are exceptional reasons given). Should a candidate need to leave the course before the end of the session, they should e-mail; lscb@rbkc.gov.uk prior to the course. We will require your line management’s agreement for you to leave early. However, leaving early may also incur non-attendance charges, and you may not be eligible to receive a certificate.

Wherever possible, please email; lscb@rbkc.gov.uk to notify us or re-book an alternative session.

If during the course or session, you need to leave early, you must gain permission from the course leaders. Please be aware that this may still lead to you / your team incurring non-attendance charges, and you may not be eligible to receive a certificate.

Cancellations:

To cancel your place on a course, you must follow one of the processes outlined below. Removing the calendar invite from your diary without completing one of the steps below does not constitute a valid cancellation and will result in a charge being applied.

Cancellations with five or more working days’ notice:

Cancellations can be completed online by logging in to the Learning Zone and cancelling your place on the course. Navigate to the workshop title you wish to cancel, select the date you wish to cancel, and press the ‘cancel’ button on the right hand side of the course listing. You will receive a cancellation email, as will your line manager. Remember to delete the ‘ical’ invite in your electronic calendar.

Cancellations with less than 5 working days’ notice:

Should there be any unforeseen circumstances that require you to cancel your training with less than 5 working days’ notice, you must email; lscb@rbkc.gov.uk or telephone 0208 753 5317 as soon as possible, stating the reason you are unable to attend.

Individual circumstances will be taken into account when making a decision about applying cancellation fees. However, if no contact is made through the above methods then the organisation will be subject to the full cancellation fee for that session.

It is essential that contact is made with the LSCB training team before the session as the LSCB would always like to ensure that training places are maximised and the LSCB may be able to offer the place to other candidates.

Late cancellation (within less than 5 working days) will normally incur an administrative charge of £100 for a full day or £60 for a half day or less, which will be invoiced to your organisation.
The LSCB Learning and Development Subgroup state that cancellations can only be made for reasons relating to service users or illness. Line managers agree to staff attending the course and must therefore make appropriate arrangements for staffing cover in light of this.

A final decision will be made by the LSCB manager in relation to whether charges will be applied.

Any cancellation charges remaining unpaid by any organisation later than one month following the issuing of the invoice may mean that no further applications from that organisation will be accepted until payment is received.

**Staff / Applicant Substitutions:** at whatever point they are made – will **not** be subject to a cancellation charge if another colleague attends the training on the date originally booked.

If you need to provide a substitute to attend in your place, you must first email lscb@rbkc.gov.uk or telephone 0208 753 5317 for approval by the LSCB Multi-Agency Training Team.

If you have any questions concerning these terms and conditions, please either call 077393 15875 or email laura.beard@rbkc.gov.uk.
7. **LSCB Training Contacts**

The LSCB Training website: [www.rbkc.gov.uk/lscbtraining](http://www.rbkc.gov.uk/lscbtraining)

Email the LSCB Training team: [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk)

Telephone the LSCB Training Team: 0208 753 5317

Laura Beard, LSCB Multi-Agency Training Officer

[laura.beard@rbkc.gov.uk](mailto:laura.beard@rbkc.gov.uk)

Darren Williams, LSCB Training Business Support Officer

[Darren.williams@rbkc.gov.uk](mailto:Darren.williams@rbkc.gov.uk)

Emma Biskupski, LSCB Business Manager

[Emma.biskupski@rbkc.gov.uk](mailto:Emma.biskupski@rbkc.gov.uk)