

Committee:	Date:
Safeguarding Sub Committee	19 February 2015
Subject:	Public
Knowledge Transfer Programme Annual Report	
Report of:	For Information
Director Community & Children Services	

Summary

This is an update on the first year of the three year Knowledge Transfer Programme that the Department of Community and Children's Services – People Directorate have established with Goldsmiths, University of London Department of Social, Therapeutic and Community Studies.

This programme has been set up to provide on-going development and improvement support for the City using research, service evaluation and practice focused seminars. For the university the programme is providing the opportunity to establish learning and research that has demonstrable impact.

The programme has been running for just short of a year, starting with a launch event in March 2014. The origins of the programme are in the work of the Social Work Reform Board and, the review of social work practice by Professor Eileen Munro, which recommended closer links between universities and social services for staff development, but also to provide research and service evaluation backing. As a result there is considerable national and local authority interest in how Knowledge Transfer Programmes work and achieve improved outcomes for all stakeholders.

The programme is a key mechanism to supporting development of staff across the Department, building a stronger evidence base to support interventions and ways of working with members of the community and in doing so, supports a collective drive to commission and deliver outstanding services for City residents.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. City of London Department of Community and Children's Services – People Directorate and Goldsmiths, University of London Department of Social, Therapeutic and Community Studies, developed the Knowledge Transfer Programme (KTP) to bring together the determination of both organisations to deliver outstanding high quality services and research. The intent of the programme is to use research to directly improve services for City residents and to improve research and teaching at

2. the university through direct contact with public services.
3. For the City of London the programme plays a key role in contributing to development and understanding of the effectiveness of early help and preventive policies and practice. The effectiveness of preventative practice can be difficult to evaluate so the involvement of research expertise at an early stage is invaluable.
4. The idea for the Knowledge Transfer Programme was carefully developed over a period of time with the expectation that there would be learning for both organisations and in particular how to work together. By combining our two organisations for this programme we are locating ways to bring about benefits with minimal additional costs and considerable opportunity for adding value to existing work. The work of the KTP is supported by a ring fenced workforce development grant to support staff development, with strategic and operational oversight provided by the KTP Board.
5. The Board has three members the Assistant Director People City of London, Head of Department Social, Therapeutic and Community Studies Goldsmiths University of London and an independent person who is a resident of the City of London. The Board has administrative, financial and business support drawn from both Goldsmiths University and the City of London.
6. Within the City of London, the work of the KTP is also reviewed by the People Directorate Workforce Development Group and the Departmental Workforce Champions Group. The work of the KTP contributed to the Department of Community and Children Services winning the Town Clerk learning and Development Award 2014/15.

Current Position and Summary of Outputs

7. After less than a year the benefits of working together are being found for each of the organisations. A number of activities have been undertaken, projects initiated and staff engaged.
8. The priority has been seeking to add value by focusing on improved outcomes for City residents through bringing together practice and research. Whilst still in the early days, the foundations of the KTP have been laid to support an improved evidence base that is realised through improved learning opportunities for both organisations and in turn, better outcomes for residents.
9. Together the programme is beginning to show how higher education and public services can add value to each other's work.
10. In the first year of operation the KTP has produced the following outputs:
11. Created the KTP Governance Board with resident participation. The Board meets on a bi monthly basis to support strategic work planning , monitoring and review of the work of the KTP.

12. Held a launch event with presentations by the Town Clerk, Chairman of Community and Children Services Committee and the country's Chief Social Worker for Children and Families - Isabelle Trowler. The launch was attended by 50 people.
13. Run four seminars that bring research, policy and practice together. The seminars applied a similar structure involving leading academics presenting research and practitioners presenting evidence and impact of practice. The seminars were on;
 - a. International Perspectives on Mental Health and Risk; attended by 30 staff of particular significance in the development of the early help policies in the City
 - b. Personalisation; attended by 35 people providing an opportunity to compare progress and innovation made in the City with research on best practice. An opportunity to see the work on rough sleeping in the City as breaking new ground.
 - c. Therapeutic Approaches to Working with Children and Families; attended by 20 people provided a set of options for future practice and improving outcomes for children.
 - d. Understanding Domestic Violence; Issues for Policy and Practice; a large event attended by 85 people which made an important contribution to the review of City policy and an alert to the increasing knowledge about perpetrators of domestic violence. (Appendix 1 has a report and the evaluation summary)
14. A longitudinal service / research project on an aspect of early help service for children and families. This is investigating the outcomes for children and families of a component of the early help work that uses a communication improvement approach called the Solihull approach. The research will provide the City with information about how well this works with reports over the three years of the research. A research officer has been appointed; the methodology has been agreed by the Children Executive Board and Goldsmiths Ethics Committee; interviews with staff and managers have started and an interim evaluation report will be made available during 2015/16.
15. A research project focused on residents in the City of London about social isolation. The research is just starting and will contribute to range of other pieces of work to understand and respond to the social and health effects of isolation. The research lead has met with the Adults Advisory Group and will be progressing a community based approach that will result in report and recommendations going to the Adult Wellbeing partnership in 2015.
16. A number of practice based research projects as part of social work placement planning. This is supporting the development of short research and

projects that students do as part of their course being of direct use to the City in evaluating the effectiveness of services.

17. Set up a structured practice reflection model for staff using case studies called Intervision. This involves children and adult social workers carrying out collective, reflective review and evaluations of case work. This is a new way of working and is supported by a lead academic in Goldsmiths.

Proposed activity for second year

18. In addition to continuing to establish improved learning and evaluation systems in the coming year the KTP plans to:
19. Continue the longitudinal service research project on an aspect of early help service for children and families – this is focused on the Solihull approach to communication within and with families. Key issues being to evidence reductions in difficulties and improvements in children being able to achieve. An interim evaluation report will be produced during the year.
20. Complete a research project on social isolation in the City. This will link to and support a range of policy and practice initiatives on this subject. Although social isolation is most common in older people, younger adults (e.g, housebound and disabled or a single mother of young children) may also be affected by both social isolation and loneliness. Reduced social contact, being alone, isolation and feelings of loneliness are associated with reduced quality of life and health problems. This subject is likely to be the theme for a full day seminar event in the autumn of 2015. The intent is to bring research, policy practice and the experience of residents together to review progress and identify areas for further improvement.
21. Develop an evaluation methodology that identifies resident outcomes
22. Host three more research and practice seminars, including the one already highlighted regarding social isolation. The seminars will be offered to internal members of staff, partners and representatives from other authorities where relevant. Resident engagement in the seminars will also feature in the 2015 programme.
23. The development of academic as well as professional accreditation systems for practice staff.

Corporate & Strategic Implications

24. The KTP supports the Corporate and Departmental Business Plans to provide modern, efficient and high quality local services within the Square Mile for workers, residents and visitors

Implications

25. The KTP is supported by a ring fenced grant to support staff development and is match funded from Goldsmiths. Any additional costs associated with activities linked to the KTP, e.g. venue hire for seminar are accounted for in the Department's Budget.
26. The KTP operates under a Memorandum of Understanding, which will be reviewed during 2015. There are no other legal implications.

Conclusion

27. In the first year of operation the Knowledge Transfer Programme has shown the advantages of creating and managing an on-going working arrangement between the university and the Department of Community and Children's Services – People Directorate. We are locating ways to gain added value from existing activities and quicker more efficient ways to gather research information. This is being achieved by placing the practice of our staff along side research findings and evaluation techniques. The result is positive for all concerned but most importantly directly improves the experience and outcomes for residents using the services.
28. The second year of the programme will continue the progress made but also stretch the work to contribute to developing policy and practice in relation to social isolation.

Chris Pelham
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Appendix 1

Knowledge Transfer Programme

Understanding Domestic Violence Seminar 20 November 2014

As part of the Knowledge Transfer Programme (KTP) The Department of Social, Therapeutic and Community Studies, Goldsmiths, and the Department of Community and Children's Services, City of London Corporation hosted a seminar on domestic violence on 20 November 2014. This is part of on-going programme of activities linking research, policy and practice. The seminar was timely, coinciding with the United Nations' *International Day for the Elimination of Violence against Women*, which is marked annually on 25 November. It is designed to galvanise action to end gender-based violence against women and girls around the world. Domestic violence is a major societal problem and public health issue that has its roots in gender relations, and in particular gender inequality. Both organisations are committed to challenging the factors that lead to domestic violence

The seminar brought together around eighty delegates from a wide range of disciplinary backgrounds, including key policy makers and practitioners working in the areas of social work, health, education, housing, community safety, and law enforcement. This was an opportunity to explore aspects of evidence-informed policy and practice and approaches to reducing and preventing domestic violence. Five presentations explored the interface between research, policy and practice across the following areas: dynamics of domestic violence in families; the effects of domestic violence on children; interventions with perpetrators of domestic violence; and specialist support services for victims of domestic violence. As children experience the effects of domestic violence in different ways, and domestic violence is a key indicator for child abuse and neglect, the seminar explored how domestic violence affects children's physical, emotional and mental health, and examined whether current policies and procedures enable good outcomes.

The development of legislation and policies to combat domestic violence has been a priority of key government departments, and the seminar explored how the work that is being undertaken in the City of London sits within national initiatives. In particular the strengthening links with child safeguarding and the development of early help practice. Holding perpetrators accountable for their behaviour and working with them to deepen understandings of how their behaviour impacts those that are victimised is a major challenge in practice and one that the City is accepting. It was hardly surprising, therefore, that many delegates emphasised the importance of continuing multi-agency intervention efforts to address domestic violence.

There was general agreement on the value of taking time to reflect on accepted policy and practice. Delegates were able to put assumed wisdom about theory and practice to the test through open debate. The benefit of shared learning was evident in the energy and noise generated during smaller discussion groups. The opportunity to encounter fresh ways of talking about familiar issues brings the university experience out to the workplace. Delegates got a taste of the type of learning being facilitated on the new MA in Understanding Domestic Violence and Sexual Abuse run by the

Department of Social, Therapeutic and Community Studies at Goldsmiths. Delegates were enthusiastic about the programme and had an opportunity to talk with the first year of MA students and several of the lecturing team.

The event concluded with the creation of a new research network comprised of managers, practitioners, researchers, students and academics. Events like these have enormous potential to generate change across the sector by connecting thought, reflection and action. The event gave impetus to a shared aspiration to know more and to give better service to those who are disempowered by experiences of domestic violence.

Evaluation sheet

Questions - scale of 1 (low satisfaction) through 5 (high satisfaction)	1	2	3	4	5
Overall experience of the Seminar			2%	49%	49%
Organising of the programme			4%	43%	52%
Relevance of its topic to your research area			12%	31%	57%
Opening presentation					
How useful were the keynote speakers' presentations?			2%	47%	50%
Was the discussion handled to your satisfaction?				45%	56%
Group Discussion					
Have you found the information useful?			4%	43%	52%
Were the presentations clear and understandable?			4%	40%	56%
Was the discussion handled to your satisfaction?			2%	37%	61%
Domestic abuse policy					
Have you found the information useful?			10%	33%	57%
Were the presentations clear and understandable?			9%	27%	64%
Was the discussion handled to your satisfaction?			9%	33%	58%
Domestic Abuse Practice					
Have you found the information useful?			11%	30%	59%
Were the presentations clear and understandable?			11%	24%	65%
Was the discussion handled to your satisfaction?			11%	28%	61%
Group -work on case studies /discussion					
Have you found the information useful?			9%	30%	61%
Were the presentations clear and understandable?			9%	33%	58%
Were the presentations clear and understandable?		2%	5%	31%	62%
Feedback and closing session					
Was the venue and conference food to your satisfaction?	2%		9%	35%	53%

Was the time management satisfying?				32%	68%
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Comments

- Seminars like these need to take part more often. Let people talk and learn about the new research and develop skills and knowledge in the field
- Room was a little cold
- I found Suzanne and Joanna presentations particularly informative and useful in going forward in this work. Really enjoyed the group discussions, talking across professions and with students.
- Very Informative
- Personally would have liked more information on social service roles in domestic violence – cases and areas of improvement.
- Very interesting and informative seminar, which links directly in to my practice
- I found this very useful
- Food was good but venue too cold in morning Would have been good to have a facilitator on each table to help with discussion Dr Suzanne Martin presentation was excellent
- Enjoyable informative day Thank you
- I found venue too cold I think hot drinks should have been left to have with the sandwiches which would have warmed me up The seminar was very interesting
- Very useful and informative
- Very interesting information gained and great to speak with other sector workers
- I enjoyed Dr S Martin and Nichol presentation the best. Thank you
- Venue too cold
- Really informative engaging and helpful day Thank you
- Thank you
- Thank you for the invitation and opportunity to attend
- An excellent presentation on domestic from all angles. Thoroughly engaging!
- Lovely opportunity
- It would be interesting to have a case scenario to facilitate group discussion
- Directions to conference room at entrance to Barbican centre!
- Skill sharing opportunity > how do we raise questions of DV perpetrators, victims, children
- Room was awe bit cold
- In relation to Q5 Perhaps could have used other techniques such as questions on anonymous post it notes. Would have been good to have included service users in programme
- Excellent opportunity to work with a variety of disciplines
- Although there was some time dedicated to questions/discussion after talks, there wasn't much discussion which is why I've given a 3 for most. I found the information really useful but felt frustrated by restrictions placed by lack of funding / services that could provide preventative measures.
- Would have like to have heard from someone who works with perpetrators of domestic violence / abuse.
- Excellent approach to the subject involving all stakeholders ??? with the KTP Much food for thought and future seminar ???? (Indecipherable)
- Chris Pelham Chaired things particularly well