



PATH Training Programme

End of project report

2017/18



Background

This project was developed by Cymorth Cymru in partnership with the ACEs Hub and the WLGA Homelessness and Supporting People Networks. The project was funded by the Welsh Government Homelessness Prevention Grant during 2017/18.

Cymorth Cymru is the representative body for providers of homelessness and housing-related support services in Wales. We have approximately 80 members, including third sector support providers, registered social landlords and local authorities who support people to avoid homelessness and live independently in their communities. Cymorth Cymru acts as the 'voice of the sector' influencing the development and implementation of policy and legislation that affects our members and the people they support. We work in partnership with members and other stakeholders to prevent and reduce homelessness and improve the quality of life for people who are marginalised or at risk of housing crisis across Wales.

The original proposal

The original proposal outlined our plans to develop and deliver three training programmes focused on Trauma Informed Approaches, Psychologically Informed Environments and Reflective Practice. This would be delivered to staff working in third sector homelessness and housing-related support providers, housing associations and local authority housing, homelessness and Supporting People teams. The project aimed to help staff within these organisations to become better informed about trauma, ACEs and its impact on people, to improve their skills and expertise, and to translate their learning into practice. This should result in vulnerable people being better supported to avoid homelessness, access and maintain stable accommodation and live independent lives.

Proposed outputs:

At least 900 people attend the training, including:

- 600 people attend Trauma Informed Approaches training
- 200 people attend Psychologically Informed Environments training
- 100 people attend Reflective Practice training

Proposed outcomes:

To be gathered from post training evaluation forms/survey:

- 80% found the training useful and informative
- 80% said the training will influence their practice
- 80% would recommend the training to others

The training programmes

During the development of the project, we decided to change the focus of the training courses to reflect the need for change across the whole organisation, from support workers to leaders and commissioners. As a result, we introduced a course specifically targeted at leaders and commissioners, as well as two courses targeted at front line staff, team leaders and managers.

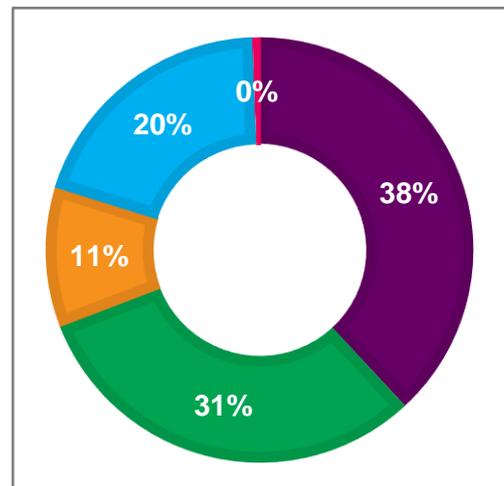
In recognition of the time pressures facing individuals and organisations we developed a 1-day Foundation course that provides an introduction and overview to Psychologically Informed Environments. However, we also developed a further two days of content to form a more in-depth 3-day training course that covers multiple elements of PIE (see below for more information).

The development of the training materials took place between November 2017 and January 2018 by a team that included qualified counsellors, experienced trainers and people with experience of working in the homelessness and housing-related support sector. The majority of the training courses were delivered by the same team during February, March and April 2018.

A total of 1,133 people registered for the PATH Training

- 433 were from 43 different **third sector support providers**
- 351 were from 23 different **housing associations**
- 121 were from **POBL Group***
- 222 were from 20 different **local authorities** + the WLGA
- 6 were from **other organisations**

*This includes people registered as POBL Group, Charter, Solas, Gwalia and other parts of the group. As a result, it was difficult to identify which staff should be recorded as support providers or housing association staff.



PIE Foundation

Description:

This Foundation training course in Psychologically Informed Environments will help staff learn more about the PIE approach and how this can influence their role in a positive way. Training helps improve understanding of people with complex needs and ACEs, as well as learning to use psychological tools and skills that can be useful in improving the outcomes of interactions with service users, support sessions and meetings.

Course materials:

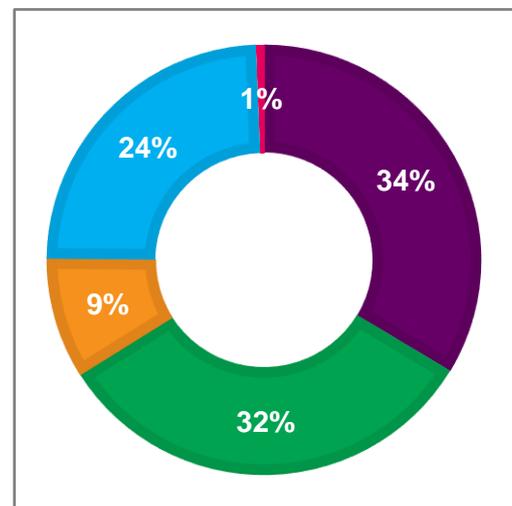
A 56-page training workbook was developed and printed for all participants (available on request).

We organised 35 of the 1-day PIE Foundation courses:

- 7 were held in the Gwent region
- 3 were held in the Mid and West Wales region
- 7 were held in the North Wales region
- 12 were held in the Vale, Cardiff and Cwm Taf regions
- 6 were held in the Western Bay region

A total of 660 people registered for the PIE Foundation:

- 222 were from 31 different **third sector support providers**
- 214 were from 22 different **housing associations**
- 60 were from **POBL Group**
- 160 were from 17 different **local authorities**
- 4 were from **other organisations**



3-day PIE Training

Description:

Supported housing services aim to help their clients flourish and thrive, not just survive difficult circumstances. They are well-positioned to enable people to change their lives by developing interpersonal (e.g. building trust, seeking social support, communicating thoughts and feelings) and intrapersonal skills (e.g., goal setting, planning) using psychologically minded approaches. The resultant mental skills can stop the vicious cycle that leads to social exclusion and entrenched homelessness by facilitating individuals to be independent and successfully engage in education, work, and training. This training will explore the 5 elements of a PIE in detail:

- Developing a psychological framework
- The Physical Environment
- Staff training and support
- Managing relationships
- Evaluation of outcomes:

Course materials:

Comprehensive training workbooks were developed for each of the three training days and printed for all participants (available on request).

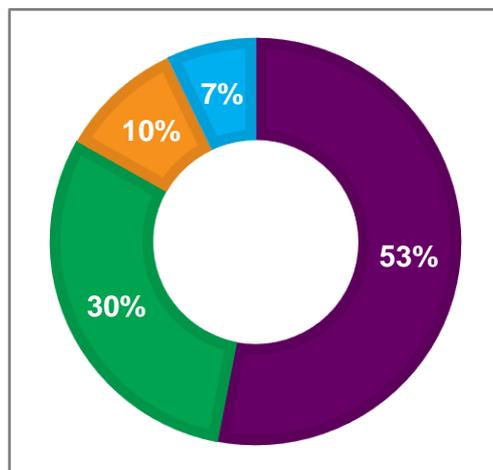
We organised 16 of the 3-day PIE Training courses:

- 4 were held in the Gwent region
- 1 was held in the Mid and West Wales region
- 4 were held in the North Wales region
- 4 were held in the Vale, Cardiff and Cwm Taf regions
- 3 were held in the Western Bay region

299 people registered for the 3-day PIE Training:

- 158 were from 24 different **third sector support providers**
- 90 were from 16 different **housing associations**
- 29 were from **POBL Group**
- 21 were from 9 different **local authorities** + WLGA
- 1 was from another organisation

The proportion of attendees from local authorities was lower for this training strand compared to the 1-day Foundation and 1-day Leaders and Commissioners courses. This may be due to local authority staff being based in relatively small teams and having less capacity to be out of the office. In addition, we understand that many expressed an interest to attend but registered too late to get a place. This will be rectified if there is a further tranche of training.



PIE for Leaders and Commissioners

Description:

This will provide an overview of trauma informed principles and how using a PIE approach can make business sense. For Managers, the same PIE competencies are adapted to help them support their staff to implement PIE strategies. The training will focus on the importance of leadership for this approach to be embedded both within a whole organisation and for effective partnership working. PIE is not simply a set of techniques aimed at service clients, but a cultural framework for how different parts of an organisation can relate to each other.

Course materials:

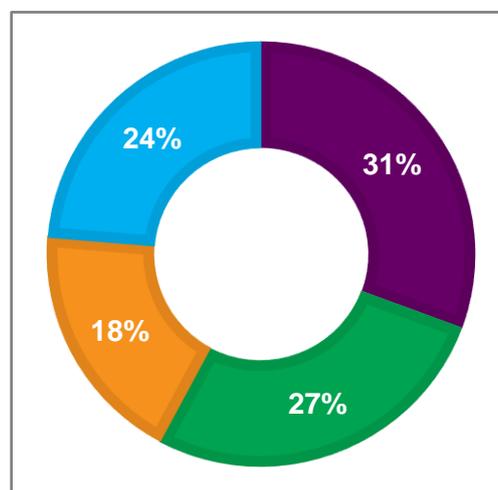
A Psychologically Informed Environments Framework for Service Delivery and Design was developed and printed for all participants (Appendix A).

We organised 10 PIE for Leaders and Commissioners courses:

- 2 were held in the Gwent region
- 1 were held in the Mid and West Wales region
- 2 were held in the North Wales region
- 3 were held in the Vale, Cardiff and Cwm Taf regions
- 2 were held in the Western Bay region

174 people registered for the PIE for Leaders and Commissioners:

- 53 were from 22 different **third sector support providers**
- 47 were from 17 different **housing associations**
- 32 were from **POBL Group** (it was impossible to differentiate between the housing association and support staff)
- 41 were from 17 different **local authorities**
- 1 was from another organisation

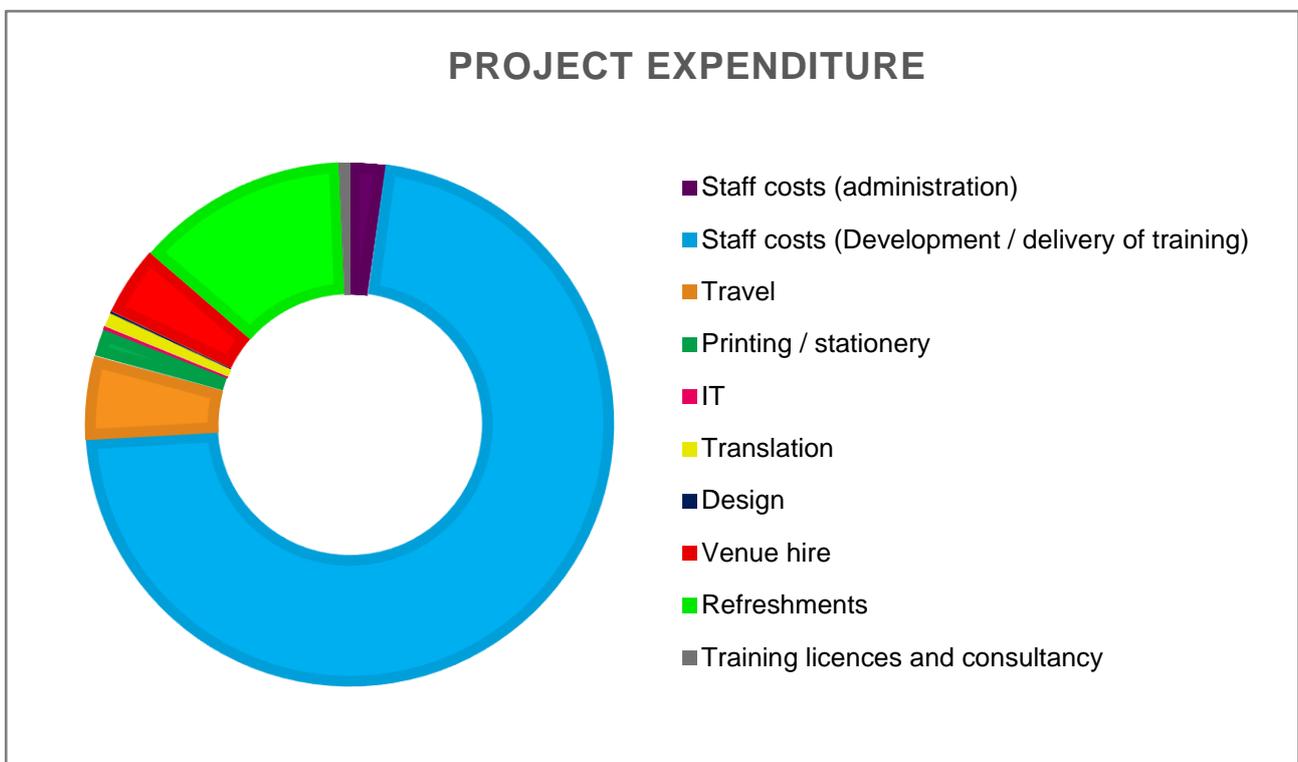


Expenditure

The expenditure totalled £117K, which was significantly less than the estimated figure in the original bid. This is predominantly due to us being able to deliver the training with a smaller number of trainers and staff members than originally envisaged.

However, the Cymorth Cymru Director and ACEs Hub Housing Relationship and Engagement Lead gave a significant amount of their time to this project. Other members of the Cymorth staff also contributed to the successful delivery of the training. This was provided with no charge to the project but placed a large burden on Cymorth during the project.

As agreed with Welsh Government, we tried to use free venues provided by third sector support providers, housing associations and local authorities. However, this was not possible for some courses due to the availability of rooms that were large enough or had the required equipment.



External evaluation

The evaluation was conducted by Amanda Protheroe (Independent Housing Consultant). The full report can be found in Appendix B, but the executive summary is as follows:

The evaluation paints a picture of delegates that are satisfied with the training they have received, and the clear majority are confident in applying their learning:

- *High % of delegates would recommend the training.*
- *Post training, there was high levels of confidence in taking the concepts forward was high (PIE, ACEs and reflection).*
- *Respondents were positive that their insight and knowledge had changed.*
- *There were requests for further support and/or training, most strongly from the leaders and the foundation cohorts. How to embed PIE was mentioned as an important support/training requirement in three of the cohorts.*
- *Barriers to implementation were perceived as staff reluctance, followed by capacity of the organisation, time and resources. There was also mention of boards, and members and leaders needing understanding and training.*
- *Negative comments related to the room; over 50% mentioned this. There were also frequent requests (30%) for information from the day e.g. handouts of slides.*
- *The organisational toolkit was well received and there was an acknowledgement that commissioning boards would be important to train as this would help embed PIE.*
- *Barriers to implementation included time, resources, and attitudes of staff, managers, culture and other organisations.*

Outcomes from original bid	Outcomes from cohort 1 (302 evaluation forms)	Outcomes from cohort 2 (207 evaluation forms)
80% found the training useful and informative	<ul style="list-style-type: none"> • There were no negative responses to questions about the quality of material. • There were no negative responses to the applicability and relevance of the material, with most responses being very good/excellent. 	<ul style="list-style-type: none"> • The quality of materials, presentation and teaching were scored as good or excellent.
80% said the training will influence their practice	<ul style="list-style-type: none"> • 93% of respondents were positive that their insight and knowledge had changed. Only 8 delegates felt that training had not changed their insight or the way they would work; in 4 of these cases this was because the delegates already work in this way. 	<ul style="list-style-type: none"> • 100% of delegates felt their insight had changed positively and all except 1 said that this would influence their practice. • Very high levels of confidence in taking this forward were expressed, 100% in some groups.
80% would recommend the training to others	<ul style="list-style-type: none"> • 286 respondents would recommend the training, with 1 partial recommendation. Only 1 negative comment was made, and there were 16 non-responses. 	<ul style="list-style-type: none"> • 100% respondents would recommend the training.

Feedback from the sector

We have also received a number of positive comments in emails from participants after they had been on the training, including the following:

"I and several members of my teams have attended both the 1 day and 3 day training and been incredibly impressed with it. My Chief Exec and Executive Director of Finance and Support are about to attend the PIE for Leaders and Commissioners training as we are committed to embedding this throughout the whole organisation. As a result of that training, we would like to make our supported housing projects (a 29 bed homeless, single women's hostel and a 21 bed homeless young mothers and babies hostel) into PIEs. We are also preparing to redesign our Head Office in the next 12 months and would like to make this a PIE."

"Will there be more PIE training in the future or could I arrange for training within our offices? I'm getting a lot of enquiries from staff as the staff that have already attended are saying how good the training was."

"All the PIE training which our staff have attended has been received very positively with great feedback. So much so that our Chief Executive would like the whole organisation to benefit from it."

"The potential for game changing outcomes in the homelessness sector is very high with this model."

"X is really committing to [scheme] becoming a PIE and we've started by looking at how we issue warnings. We had 3 people with arrears who would in the past all have received a warning for non-payment. We with-held warnings for 2 of them. Guess the only one who didn't pay? The one who'd received the warning! I'm now meeting with our Head of Housing to see how we can amend our procedures. Just thought you might like to know how we're putting your training into action and the difference it's already making."

"I have to say it was probably one of the best training sessions I have been on in a very long time."

"Just to let you know, the training was brilliant!"

"I recently attended a PIE Foundation training day. It was a fantastic session lead by a fantastic trainer."

Learning for future work

As the evaluation and feedback has demonstrated, there is a lot of appetite for more training and support for organisations working in the homelessness and housing-related support sector. However, it is important to reflect on any challenges that arose during the project and ensure that we can overcome barriers if we secure funding for a 'phase two'.

Capacity: The project had a significant impact on Cymorth Cymru and required much more staff time to deliver than we had originally expected. We were very happy to deliver the project and believe it has added a huge amount of value to the sector. However, any future delivery would need to include more staff time built into the budget to enable us to deliver it effectively without having a negative impact on other parts of our work.

Venues: As agreed with Welsh Government, we tried to minimise costs by utilising free venues as much as possible. We are extremely grateful to all of the support providers, housing associations and local authorities that provided us with free spaces and the majority of these were excellent. However, we did have to pay for some venues due to lack of access to free and appropriate venues in some areas. As illustrated in the evaluation, there was some negative feedback about some of the venues we used. Any future delivery would need to consider the balance between minimising expenditure and the importance of a psychologically informed learning environment.

More training and follow-up support: As demonstrated by the evaluation, the training was extremely well received. However, we have received numerous requests for more training and for follow up support to help people to embed PIE in their particular organisational contexts. People and organisations are extremely enthusiastic about taking this approach forward, but feel that they require some additional guidance and support after the training to give them the confidence and tools to make it a reality.

Inter-organisational approach: Despite receiving some requests to deliver additional training to individual organisations, we strongly believe in the benefits of people from third sector providers, housing associations and local authorities learning alongside each other. This has enabled people to understand different perspectives and challenges that exist outside of their own organisation and how we can collectively address barriers to achieving a truly psychologically informed sector.

Police / enforcement services: The National Assembly Equality, Local Government and Communities Committee recently published a report about rough sleeping in Wales. The PATH Training Programme was highlighted in the report, which also included a recommendation for enforcement officers and PCSOs to engage in the PATH training. This may be something that we can help to facilitate if we develop 'phase two' of this training programme.

Commissioning and programme guidance: Some feedback has related to the need for local authority commissioning practices to reflect PIE in order for organisations to provide psychologically informed services. We have also received comments relating to the Welsh Government guidance for homelessness and housing-related support services, with a need for this to reference, encourage and facilitate a psychologically informed approach.