

TRANSFORMATIVE TRAINING

Training that makes a difference



IF YOU'RE WONDERING WHETHER TRAINING IS A TRIAL OR AN INVESTMENT THAT PAYS TRANSFORMATIVE DIVIDENDS THEN READ ON!

Bexley SEND Information, Advice and Support Service (Bexley IASS) is an impartial and confidential service offering information, advice and support to parents and carers of children with Special Educational Needs and/or Disabilities (SEND) and young people with SEND up to 25 years of age. The organisation has links into the statutory and voluntary sector so when there were some spare places on training we agreed to allow their staff to attend. BVSC bridges this gap too and were keen to create further means of dialogue and understanding, especially around encouraging an outcomes approach.

What happened

Training included the 7 Impact Sessions (2020), the Excel Summer School (2021) and a session on creating excellent surveys (2021). For each session staff filled out surveys explaining how they had created their own Theory of Change and improved data handling, but in many cases they could not say straight away that there had been an immediate improvement in their work because they had not had the chance to implement any changes. In December 2021 Karen met with Bexley IASS staff, Kathie and Katy to touch base. Impact Officer Karen says:

'On talking to Katy and Kathie it became clear that they have taken the training, applied it and developed what they have learnt to suit their project in Bexley, this has resulted in them being commended for their evaluation and improving what Bexley IASS does which ultimately benefits all that they work with.'

Making things better for Bexley residents

Kathie explained how Bexley IASS are required to report to the Council for Disabled (CDC) Children, the Local Authority commissioners and the Clinical Commissioning Group (CCG) using quantitative evaluation. Having been to the Impact in Action training, the Bexley IASS team extended their evaluation to qualitative data. This helped them discover gaps in what the sector was able to offer and thus potential new areas of work that they have flagged and are looking to fill. On sending their evaluation report to commissioning partners and the CDC, Bexley IASS was commended on the quality of the report which was added to the CDC's website as an example of good practice. Having a mixed method approach to evaluation was possible partly due to the Excel summer school which provided input on how to manipulate different types of data and ask questions of it. Kathie explained that it was much more feasible to do this thanks to having learnt about pivot tables in summer 2021, saying: *'it was so much quicker!'*

What Next?

Having benefitted from the work themselves, Bexley IASS can role model and signpost the sector to this sort of impact work, especially as Impact in Action reaches its last six months and moves to add more resources to the website including videos, [micro-training sessions](#), One Page Wonders and [Useful Links](#).

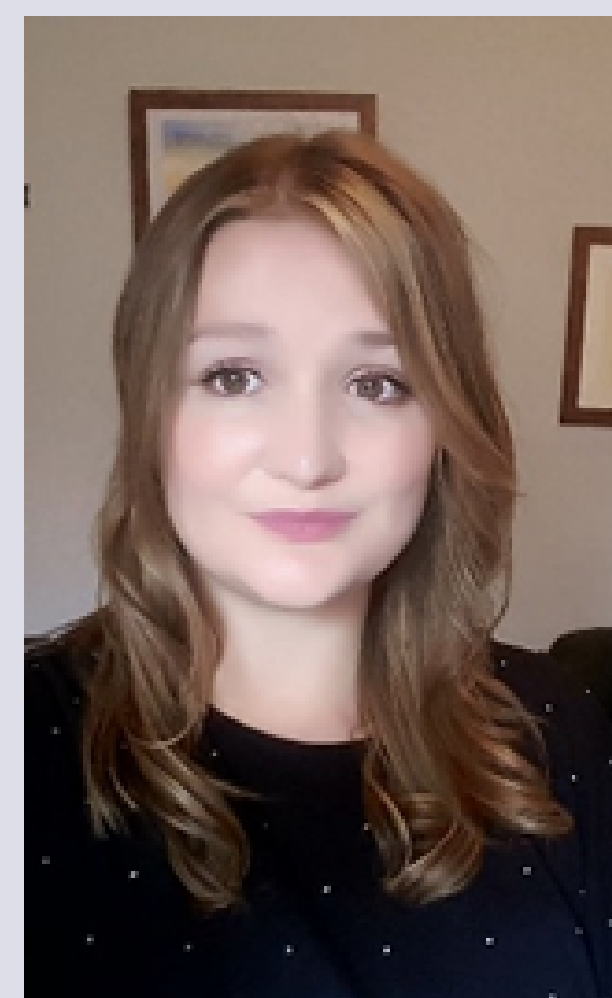
Kathie summarises:

'The Impact in Action Training from Karen at BVSC has been invaluable in supporting the Bexley SEND IAS Service in evidencing quantitative data for commissioning reports. It also supported our understanding in the importance of collecting critical softer data and providing both our commissioning bodies and Steering Group with important qualitative feedback from our service users.'

SINCE STARTING IN JULY 2020 IMPACT IN ACTION HAS RUN OVER 70 SESSIONS WITH OVER 500 ATTENDANCES, HERE'S FEEDBACK FROM JUST A COUPLE OF THEM:

'I found the course excellent and really challenged how I think about planning a project and made me re-think things.'

'I now feel more confident when discussing funding applications'



Kathie (top) and Katy (below)
from Bexley IASS

Could learning help your team?

The latest Impact in Action brochure has lots of choice around learning opportunities.

Ways to learn

Set training
1-2-1 training

On Demand videos or booklets done at a time to suit you.

Micro-training

A range of subjects

Excel
Trust Fundraising
Monitoring and Evaluation
Design
Digital

[Check out the brochure here](#)
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