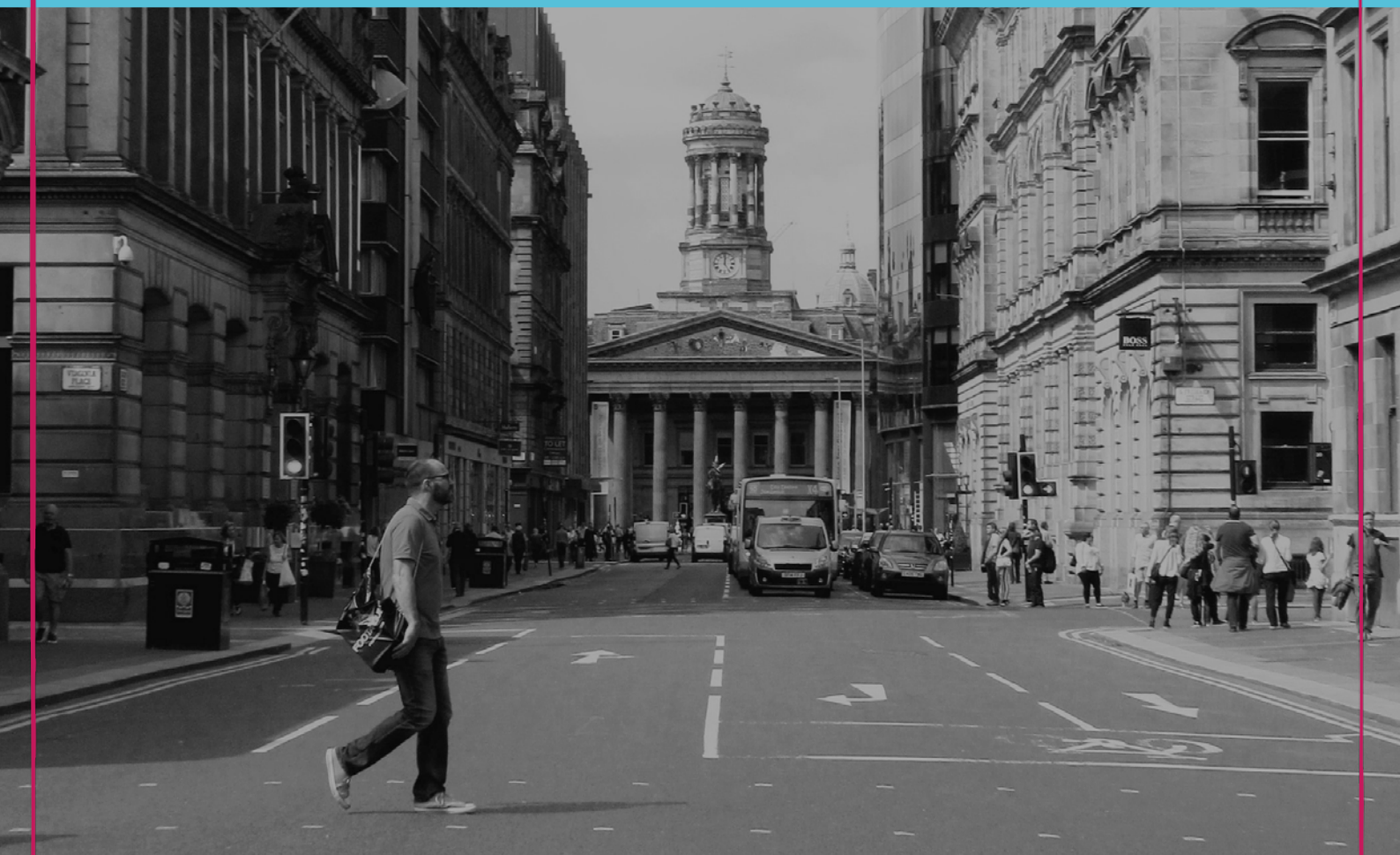


Delivering Alcohol, Drugs and Multiple Risk Training and Workforce Development Across Glasgow City



Workforce Development Team
April 2022



Funded by



Summary

1200 people
in Glasgow City attended a training course

Drug Awareness - 307 participants

Alcohol Awareness - 301 participants

Multiple Risk - 90 participants

Drugs and mental health - 59 participants

Stigma/Trauma - 52 participants

Benzodiazepines - 32 participants

Cannabis Awareness - 31 participants

Cocaine Awareness - 23 participants

CRAFFT - 8 participants

87
Courses were held



Background

In early 2021, Scottish Drugs Forum (SDF) was awarded the tender to deliver Lot 2 of the Delivery of Alcohol Brief Interventions (ABI) and Alcohol, Drugs and Multiple Risk Training and Workforce Development for NHS GGC Glasgow City Health & Social Care Partnership on behalf of Glasgow City ADP. This was to "Develop and deliver training and resource support for community-based staff working with children, young people and adults in order to increase their knowledge base and overall confidence levels, for their contribution to alcohol and drug prevention, harm reduction and education, and ability to signpost individuals to appropriate support services."

The outline of the requirements was as follows:

The overall aim of the contract is to support workforce development in relation to reducing the harm caused through alcohol and drug misuse & other risk behaviours (multiple risk). The contract will provide training and support to community-based staff/volunteers working in a variety of settings.

The collated evidence base in the Greater Glasgow and Clyde Alcohol and Drug partnership Prevention and Education framework highlights that training and ongoing support for key staff members is crucial to ensure services are delivered in an efficient and effective manner and service users receive the services and / or support they require in a timely fashion.

The training contract supports community-based staff working in non-addiction settings such as Health and Social Care, Police Scotland, Education Services, Glasgow Life, Fire Rescue and Safety and Voluntary/ Third Sector Organisations to identify and where possible give support to individuals affected by alcohol and drug use. To achieve the contract aim, providers will be required to develop and deliver a co-ordinated alcohol and drug training programme, a multiple risk programme and provide ongoing support for community-based staff.

The expected impact of the contract is that staff training and support will:

- Increase staff awareness of alcohol and drug issues, including emerging trends.
- Increase staff knowledge of multiple risk.
- Increase staff knowledge of factual information regarding alcohol, drugs and support organisations.
- Increase staff confidence to signposting people who are experiencing alcohol and or drug issues to local support organisations.
- Increase staff awareness of sources of information and harm reduction advice.



All courses delivered within the alcohol, drug and multiple risk training programme will be required to be piloted if new, and continued monitoring and evaluation should be built in to contract action plans to ensure courses are fit for purpose and updated as key messages change or factual information about alcohol and drugs becomes available.

It is expected that the provider develops and is able to deliver both generic and specialist courses in a flexible way, responsive to the needs of the communities and local drug, alcohol & related trends in Glasgow. A blended learning approach is required in the delivery of the courses, in line with evolving COVID-19 restrictions and guidance. This should include options for face to face and online/remote training sessions. All inputs will include information on harm reduction approaches in line with current policy.

"I feel better equipped to speak to someone about the substances covered in the course as I have more understanding of their effects"
- Cocaine and Psychostimulant Course



Contract Delivery

Year 1

SDF have delivered on the previous tender and the existing resources were reviewed, and new resources created that reflected an evidence-based approach that was both engaging and informative to staff coming on the training. This process used the expertise within SDF, both in training development and delivery and in knowledge around drug issues and policy, as well as integrating the feedback from the consultations with commissioners and other partners.

A blended learning approach was required in the delivery of the courses, in line with evolving COVID-19 restrictions and guidance. This included options for face to face and online/remote training sessions, and the use of eLearning as pre- course learning.

All inputs include evidence-based information and harm reduction approaches in line with current policy.

All courses are fully booked, though staff non-attendance on the day, leads to a slight reduction of our proposed target numbers. However, an increase in different professionals are booking on and attending, this includes lawyers, consultants, GPS, teachers, housing and department of work and pensions. This training model of delivery is reaching the wider workforce although numbers are slightly below target the quality of discussions from the varied mix of professions enhances the experience the sessions.

To try and combat the non-attendance, different strategies have been tried to mitigate against this, this includes follow up emails, texts and calls to participants who have booked onto the session.

Plans going forward as COVID 19 restrictions and guidance changes, organisations are requesting face to face in-house training delivery. SDF are keen to keep a mix of face-to-face delivery and MS Teams delivery to enable greater range of services and staff to attend.

CRAFFT (Screening and Brief Interventions for Young People's Substance Use)

SDF trainers worked collaboratively with GGC Health Improvement Team to adapt the 4-day CRAFFT training programme to be delivered online.

This interactive facilitator led training provides the knowledge, skills and tools required to effectively engage in one-to-one early intervention, conversations using the short CRAFFT screening questionnaire for substance related risks and problems in young people aged 12 – 17. This approach is designed to provide opportunities to raise awareness, share information and encourage behaviour changes to improve health and/or reduce risk of harm.

Participants were recruited from youth work settings and completed generic drug and alcohol sessions followed by more specific application of the CRAFFT brief intervention tool and awareness of the guidance document.

Collaborative work with Health Improvement was undertaken over the course of the year via a series of online information sessions to promote and recruit participants to the training course.

Feedback from participants was positive however it was suggested that future sessions may benefit from face-to-face delivery due to the skills-based nature of the learning.

It was agreed that with the challenges in recruiting for the CRAFFT course an additional 2 courses of mental health and substance use would be offered instead in year one.

"I will use the CRAFFT screening process and app as part of our engagement with young people who may be at risk. These conversations are part of our regular work already but having CRAFFT as an additional toll may be of benefit in helping identify who may need additional support and referrals" - CRAFFT training

Course Marketing and Training calendar

SDF's focus, in line with the contract was to ensure training was accessible to as wide a range of staff as possible. A regular flyer was produced and distributed via email to both SDF and GGC HSCP databases to maximise attendance. Direct marketing of courses through the HSPC Communications Team had a notable impact of widening the diversity of staff attending.

A social media plan was produced by SDF which included planned promotion on both Twitter and Facebook. Ad hoc promotion via these channels was also undertaken if course numbers were low close to the date of training delivery. This proved effective at recruiting last minute participants.



"I plan to inform young people of the harms and discuss with the young people their role in changing their behaviour for their future self" - Cannabis course

Who we have trained – course breakdown

A collaborative approach to marketing the training with the HSPC communications team has widened the range of professionals attending the training. This approach saw an uptake of over 1200 people book onto the courses, producing a waiting list of over 380 people looking to attend. This indicates the demand for the training and the right courses being offered.

Course roll out started in June 2021.

Course	Expected Figures	Actual Figures
Alcohol Awareness	28 courses –	28 courses –
	336 participants	301 participants
Drug Awareness	28 courses –	28 courses –
	336 participants	307 participants
Cannabis Awareness	3 courses –	3 courses –
	36 participants	31 participants
Cocaine Awareness	3 courses –	3 courses –
	26 participants	23 participants
Benzodiazepines	4 courses –	4 courses –
	48 participants	32 participants
Multiple Risk	10 courses –	10 courses –
	120 participants	90 participants
Stigma/Trauma	5 courses –	5 courses –
	60 participants	52 participants
Drugs & Mental Health	3 courses –	5 courses –
	36 participants	59 participants
CRAFFT	3 courses –	1 course –
	36 participants	8 participants

SDF have met the target for the number of courses being delivered in year 1 but not the participant numbers. This may have been due to the ongoing demands on services and staff from Covid, however there has been a progressive increase in the number of participants attending over the year of the contract.



Range of participants

Courses continue to attract interest from targeted sectors such as housing, support services, young people's services, health and criminal justice. In addition, attendance from a wider range of services including psychiatry, sexual health, social work, education, podiatry, and nutrition was welcomed and increased the scope of discussion.

"I am currently newly posted as a peer support worker for mental health, and I plan to improve my practice by implementing the knowledge that I have gained from the alcohol awareness course" - Alcohol Awareness

Who we have trained – Equalities Analysis

Due to the change from collecting this information from in person on paper to online, a system was developed which delayed the collection of information. To date 235 individuals have completed the online form. Please see Appendix I for full report.

Evaluations

Evaluations of the training are sent out electronically at the end of the day through our online system. These cover a variety of aspects and have been based on the questionnaires which have been used by SDF for many years.

A copy of the questionnaire can be viewed in Appendix II.

The feedback has been extremely positive with some key findings:

The vast majority found that the course content met their expectations (97%), that the course was relevant to their role (96%) and that it was pitched at an appropriate level (97%).

96% said that they would make changes to their practice following the training.

95% rated the course organisation, subject knowledge and flexibility of the trainer as 'Good' or 'Very Good'.



"I now have more perspectives that I could use when assessing a situation, considering the views that were shared today from professionals across a wide variety of settings" - Multiple Risk Course

Appendix I: Equalities Report

What is your sex?



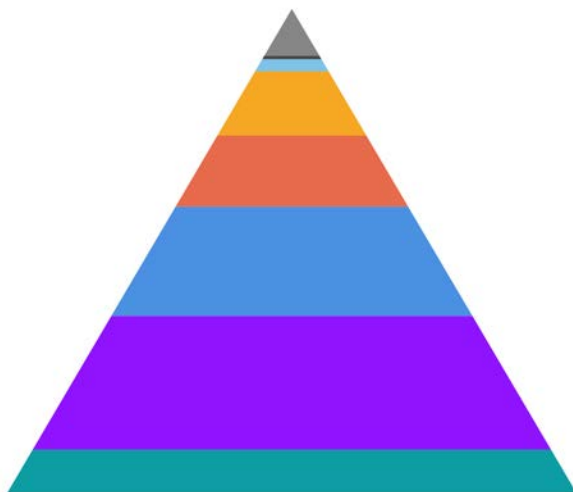
Female (65.71%) Male (24.64%) Other (0.36%) Prefer not to answer (1.07%)
No response (8.21%)

Is your current gender different to your gender at birth?



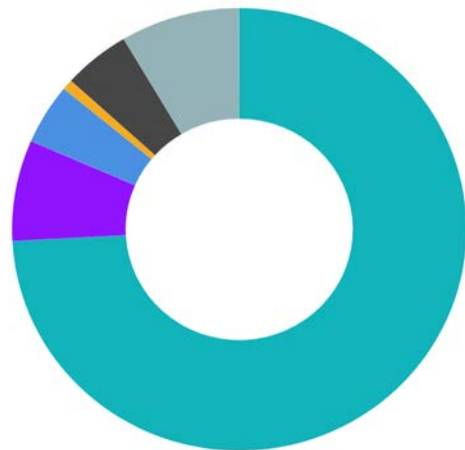
Yes (8.57%) No (80.36%)
Prefer not to answer (1.43%)
No response (9.64%)

Age Group



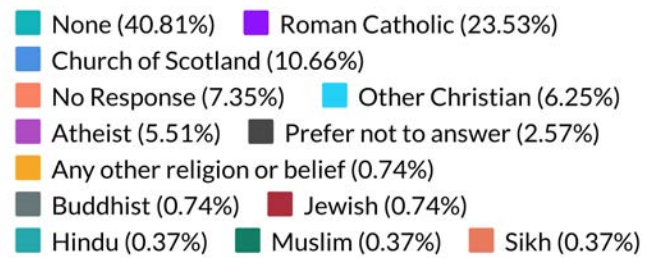
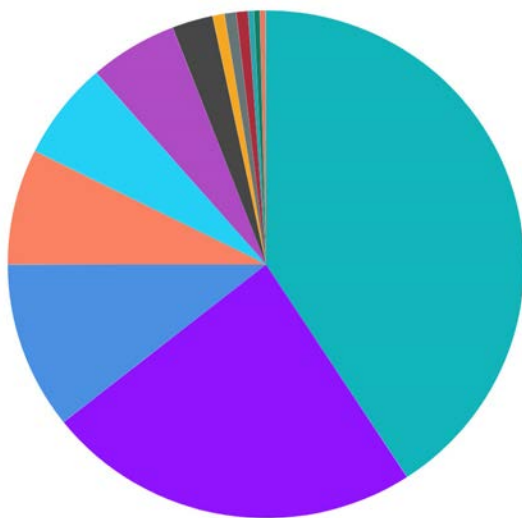
16-24 (8.96%) 25-34 (27.6%) 35-44 (22.58%)
45-54 (14.7%) 54-65 (13.26%) 65-74 (2.51%)
Prefer not to answer (0.72%) No response (9.68%)

Sexual Identity

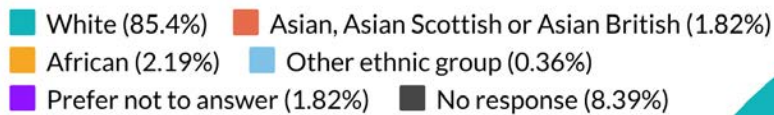


Heterosexual/Straight (74.17%)
Gay or Lesbian (7.38%) Bisexual (4.43%)
Other (0.74%) Prefer not to answer (4.8%)
No response (8.49%)

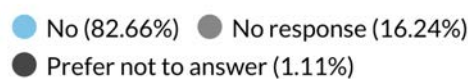
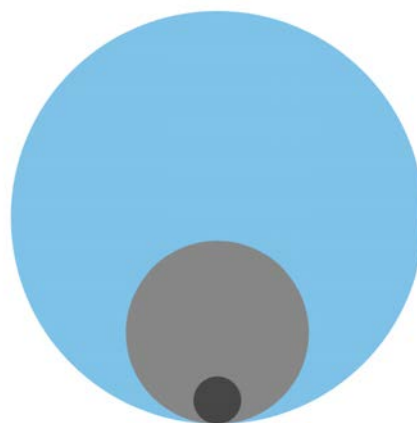
Religion/Religious Belief



Ethnicity



Do you need an interpreter or other communication support?



Do you have a physical or mental health illness lasting, or expected to last more than 12 months?



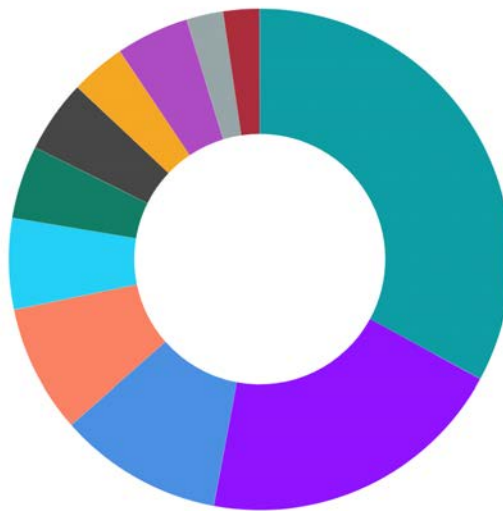
- No (67.16%)
- Yes (21.4%)
- No response (7.75%)
- Prefer not to answer (2.95%)
- Don't know (0.74%)

If yes, does your condition or illness reduce your ability to carry out day-to-day activities?



- Yes, a little (60%)
- No, not at all (30%)
- No response (5%)
- Prefer not to answer (3.33%)
- Yes, a lot (1.67%)

How does this condition or illness affect you?



- Mental Health (32.94%)
- A long term illness (20%)
- Memory (10.59%)
- Stamina, breathing or fatigue (8.24%)
- Learning, understanding or concentrating (5.88%)
- Dexterity (4.71%)
- Prefer not to answer (4.71%)
- Mobility (3.53%)
- Other (4.71%)
- No response (2.35%)
- Socially or behaviourally (2.35%)

Appendix II: Training Evaluation

We would like to hear your feedback on the SDF training you attended.

Please take a moment to complete this short online evaluation.

The information provided will be stored by SDF and reported, in an anonymised form, along with other feedback from this course. This information will be used for reporting to the Scottish Government, Alcohol and Drug Partnerships and individual organisations. It is also used as part of SDF's ongoing quality assurance systems to continually improve our courses.

Your Certificate of Completion will be available for download immediately following completion of this evaluation.

- 1. Who suggested that you should attend this course?**
 - a. Yourself
 - b. Your manager
 - c. Combination of both

- 2. How long have you been in your current role?**
 - a. Less than 6 months
 - b. Between 6 months and 1 year
 - c. 1 year and 5 years
 - d. More than 5 years

- 3. The learning objectives met my expectations**
 - a. Yes
 - b. No
 - c. Unsure

- 4. The content was pitched at an appropriate level**
 - a. Yes
 - b. No
 - c. Unsure

- 5. To what extent did the course meet each of the intended learning objectives**
 - a. Fully
 - b. Partially
 - c. Not at all

- 6. Do you intend to make any changes to your practice as a result of attending this training**
 - a. Yes
 - b. No
 - c. Not sure

- 7. What changes do you intend to make as a result of attending this training?**

Please rate the following:

Organisation of Training

- a. Very good
- b. Good
- c. Satisfactory
- d. Poor

Time Keeping

- a. Very good
- b. Good
- c. Satisfactory
- d. Poor

Clarity

- a. Very good
- b. Good
- c. Satisfactory
- d. Poor

Subject Knowledge

- a. Very good
- b. Good
- c. Satisfactory
- d. Poor

Flexibility to the requirement of the group

- a. Very good
- b. Good
- c. Satisfactory
- d. Poor

Any further comments



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