

**Lanarkshire Community
Justice Authority**

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Evaluation of Training

National Outcomes and Standards

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Evaluation forms

The evaluation forms provided with the course materials were used, however two changes were made:

1. the numbering was changed from 10-100 and a scale of 0-10 was used for ease of recording
2. the question, "how well did the facilitators' performance help you to meet the learning objectives" was changed to "how well did the course help you meet the learning objectives ". The wording of this question was changed in recognition that the facilitators, other than the training and development officer, were practitioners who had not received training in "performance" and therefore it was thought to be unduly stressful for them to be marked upon their performance.

Participants

In total 215 participants from North and South Lanarkshire councils attended the National Outcomes and Standards training during the period between September 14th and October 7th 2010. The participants consisted of Service Managers, Senior Social Workers, Team Leaders, Qualified Social Workers from Justice and Child and Families teams, Community Service staff and Justice Social Work Assistants.

Features of the evaluation form

The evaluation form was divided into two sections, the first section required participants to score five questions on a scale of 0-10 (0= very poor – 10= Excellent) the questions are listed below.

Questions asked

1. What is your immediate reaction to the course as a whole?
2. Did you enjoy the course?
3. How useful was the training pack?
4. How well did the course meet the learning objectives?
5. What did you think of the organisation of the course, the facilities and refreshments?

The table below indicates the percentage of respondents who scored 0, 2,4,6,8,10. With 0 indicating very poor and 10 indicating excellent.

	1. Immediate reaction % scoring	2. Did you enjoy the course?	3. Training pack?	4. Learning objectives	5. organisati on	6. Total number of responses & %
Scored 0						0
Scored 2	2 0.9%	1 0.5%	1 0.5%	4 1.9%	3 1.4%	5%
Scored 4	13 6%	17 8%	10 5%	8 4%	12 6%	6%
Scored 6	35 16%	43 20%	34 16%	25 12%	46 21%	17%
Scored 8	114 53%	96 45%	93 43%	114 53%	103 48%	48%
Scored 10	51 24%	57 27%	74 34%	60 28%	49 23%	27%
No response	0 0%	1 0.5%	3 1.4%	4 1.9%	2 0.9%	0.9%

Findings

1. 77% of participants indicated that their immediate reaction to the course was that it was a good / extremely good investment of their time, 16% thought that it was a reasonable investment of their time and 6.9% felt that it was not a good investment of their time.
2. 72% of participants indicated that they enjoyed the course, 20% were more neutral and 8.5% indicated that they did not enjoy the course.
3. 77% found the training pack useful, 16% were neutral and 5.5% found it less useful
4. 81% found that the course met their learning objectives, 12% were neutral and 5.9% indicated that they did not feel the course met their learning objectives

- 5. 71% thought the organisation, facilities and refreshments were good to excellent, 21% were neutral and 7.4% thought the organisation, facilities and refreshments were poor to very poor.**

The information highlighted in the above table, indicates that the majority of the respondents scored 8 and above across the questions posed, indicating a high level of satisfaction with the training delivery, content and organisation.

The second section of the evaluation form asked a further series of questions which required a narrative answer from the participants. The questions asked in this section were as follows :

1. How could the course be improved
2. What will you take from this training in terms of your immediate practice?
3. What further training do you need to fully implement Community Payback Orders?
4. What further support will you need to implement Community Payback Orders?

The information in this section is still to be analysed and will be available in the near future.

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Lanarkshire CJA

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