No Wrong Door Innovation Programme: TCIF Evaluation Findings

Lisa A. McCabe, Ph.D.
Residential Child Care Project, BCTR
Cornell University

TCI Regional Event
Building Communities of Practice: Sharing What We Have Learned

November 2017
North Yorkshire County Council

Harrogate (West Hub)  
Scarborough (East Hub)
The No Wrong Door Programme

- Integrated service for young people (12-25)
- In care, edging to care, or on the edge of care (imminent risk of becoming looked after)
- 2 Hubs with teams that support yp
  - Managers, hub workers, speech/language therapist, life coach (clinical psychologist), police liaison officer
- Staff trained in Signs of Safety, restorative and solution-focused approaches
TCI for Families

Program Objectives:

• Present strategies for dealing with upset children to prevent and de-escalate potential crises
• Teach methods to help adults avoid power struggles and enlist a child's cooperation
• Show how a crisis can be an opportunity for the child to learn new coping skills
Methods and Participants

- **Surveys**
  - 78 participants
  - 6 training groups
  - Pre-training (Day 1)
  - Post-training (Day 3)
  - TCIF knowledge, training experiences

- **Interviews**
  - 10 interviews
  - 3-6 months post
  - Phone or in person by TCIF certified trainer
  - TCIF training experiences, use of TCIF knowledge and skills
How long have participants worked in current position?

- <1 year: 40
- 1-2 years: 25
- 3-5 years: 14
- 6+ years: 21
Highest Level of Education

- **Bachelor's**: 41
- **Masters/PhD/PGCE**: 13
- **NVQ3 or 4**: 10
- **Diploma**: 24
- **Advanced A/Certificate**: 11

Legend:
- Advanced A/Certificate
- NVQ3 or 4
- Masters/PhD/PGCE
- Diploma
- Bachelor's
With what age youth do trainees work?

- <15: 48%
- 16-17: 88%
- 18-20: 68%
- 21-25: 64%
Experiences with TCI Training
How confident are you that you know the content of TCIF?

- 66: Probably know
- 1: Definitely know
- 1: Probably do not know
- 32: Definitely do not know
Would you advise coworker to take training?

- Definitely yes: 73
- Probably yes: 23
- Probably not: 4

Options:
- Definitely yes
- Probably yes
- Probably not
How would you rate this program?

- Excellent: 55
- Good: 31
- Fair: 12
- Poor: 1
Survey comments

• Very practical course which has given me a foundation.
• Would be helpful for managers to participate & Police! Brilliant teacher.
• A lot of jargon which is counter to that already used. Plain English or simplified please.
• The training was really good and was delivered really well. The trainer was very knowledgeable and structured the course well.
• The course overall was very useful and interesting - I did learn tactics & strategies. However there were times when I felt we could have condensed the learning with less activities and breaks.
Survey comments

• Excellent course and would like more!
• Very good course. Will support my work further with young people.
• I found this quite patronising. I feel I could have delivered this course in a better way.
• Enjoyed this training and have gained some new techniques to use in the workplace with families.
Interview comments

• The instructor we had was really good. The most practical training I’ve been on as far as what we learned there, it’s just very practical. I’d recommend to all agencies that we work with. –Mary*, Support Assistant

• I thought it was very well organized. We got the information well in advance and were able to read through that. And I thought it was very well delivered by the trainer. It was very good. -George, Project Manager

*All names have been changed to protect participants’ identities
• Doing it in 3 days was lovely because we were coming back. And when I went home at night and I was thinking I don’t quite get that or I like that bit, we could come back the next day and say “I’ve had a think...”. We were given that opportunity at the beginning of the next day to say what we felt about, when are you using that, to explore a little more. I came away from it saying that’s exactly the training that I wanted when I first started the role. - Jane, Family Outreach Worker
Changes in TCIF Knowledge
## Change in TCIF Knowledge by Training Group

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<thead>
<tr>
<th>Group</th>
<th>Pre-Training</th>
<th>Post-Training</th>
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</thead>
<tbody>
<tr>
<td>Group 1</td>
<td>14.3</td>
<td>19.6</td>
</tr>
<tr>
<td>Group 2</td>
<td>14.4</td>
<td>20.1</td>
</tr>
<tr>
<td>Group 3</td>
<td>12.9</td>
<td>19.8</td>
</tr>
<tr>
<td>Group 4</td>
<td>13.9</td>
<td>19.8</td>
</tr>
<tr>
<td>Group 5</td>
<td>13.3</td>
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</tr>
<tr>
<td>Group 6</td>
<td>13.8</td>
<td>19.4</td>
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Change in TCIF Knowledge by Position

<table>
<thead>
<tr>
<th>Position</th>
<th>Pre-Training</th>
<th>Post-Training</th>
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</thead>
<tbody>
<tr>
<td>Direct Care</td>
<td>13.3</td>
<td>19.5</td>
</tr>
<tr>
<td>Supervisor/Admin</td>
<td>13.8</td>
<td>19.8</td>
</tr>
<tr>
<td>Case/Social Worker</td>
<td>14</td>
<td>19.9</td>
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Use of TCI Skills
Use of TCI Skills

• **Self Awareness:** You’ve got to stop and check yourself and stop your emotions getting involved. What a difference that makes straightaway. -Jane, Family Outreach Worker

• **Time and Space:** We had one issue in the hostel, where a young person was becoming quite aggressive...certainly wasn’t suitable to be around in the office. And we used a little bit of space and gained a little bit of space, removing him from the situation. And then we approached to talk about why, what was making him feel like that, and using those sorts of strategies from the TCIF. -George, Project Manager
• **Understand what’s behind behaviors:** I distinctly remember...identifying the reasons...why young people might act out, that was really good. So I enjoyed that part of it. And some good explanations there. And watching the videos, and getting a really good understanding of what sort of leads to a crisis situation. -*George, Project Manager*
Positive Outcomes

• Building relationships

• Decrease homelessness
Building Relationships
Homelessness
Positive Outcomes

• Increase safety

“I’d say it probably would help with safety because when you’re using the TCI approach, you’re getting to know [the] young person better. So I’d say in general you feel safer with young people that you know better and have a working relationship with.” -Mary, Support Assistant
How confident are you that you will use the LSI?
LSI Challenges

• [Interviewer: Do you remember the LSI?] “It does ring a bell but I would struggle to lay it out.”
  -Anne, Housing Support Worker

• [Interviewer: Do you remember I ESCAPE?] “No, I don’t remember.” -Mary, Support Assistant

• “I think it [LSI] works really well in the training. I could see how it worked. But I don’t think it’s been put into practice as much as it should be, really.” -Elizabeth, Senior Support Worker
Challenges with training and implementation

• Refreshers
  – Refreshers every 6 months...would help. –Robert, Specialist Foster Carer

• Leadership
  – [Interviewer: How do they {leadership} demonstrate that they want you to practice TCIF?] I’m not sure that they do, to be honest...I’m not sure our senior management even know about it. –Elizabeth, Senior Support Worker
Challenges

• **Fit with other programs**

  – We had training on the warnings policy, warnings procedure. And I think TCIF contradicts a lot of the warnings-that process...Because one of the things we’ve learned in TCIF is not to punish somebody by giving them warnings or that kind of thing. So it’s very rare that I actually use warnings myself. I always try to resolve the issue differently. –*Kate, Housing Support Worker*
Recommendations

• TCIF adds value
• Refresher trainings to promote retention and better implementation
• Follow up from supervisors and leadership to reinforce/clarify concepts
• Additional training for some topics (LSI)
NWD Findings

355 young people supported (2015-17)

Reduction in:
- # of looked after YP
- # placements
- Time in placements
- Criminal activity
- High risk behaviors
- Missing incidents

Positive Outcomes:
- Relationships between NWD YP and hub workers
- Improved wellbeing and resilience (SDQ)
- Access to support (through hub workers)

(Lushey, Hyde-Dryden, Holmes, & Blackmore 2017, Loughborough University)
For More Information

Lisa McCabe (LAM4@cornell.edu)