

Nightwatch: CSE in Plain Sight

Final evaluation report

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Kate D'Arcy and Roma Thomas

Executive summary

1. This is the final evaluation report for the Barnardo's Nightwatch: CSE in Plain Sight project produced by *The International Centre: researching child sexual exploitation, violence and trafficking* at the University of Bedfordshire. The Nightwatch project was launched in April 2015 and concluded at the end of March 2016. The evaluation was undertaken during the same period. The project was funded by the Department for Education (DfE) under their National Prospectus Grants Programme, Theme Four: Safeguarding policy priority 'Safeguarding children from abuse or neglect'.
2. The aims of Nightwatch were described by the DfE (2015:7-8):

'To safeguard children and young people from child sexual exploitation (CSE) by increasing awareness of CSE among businesses and services working in the night-time economy (NTE), and by developing strategies, in co-production with these businesses and others, to identify and protect children at risk at night, and intervene early by providing advice, support, training and guidance'.
3. The Nightwatch project has extended Barnardo's Child Sexual Exploitation (CSE) prevention work into new territory. The project has been delivered across 12 sites (14 locations) and included those working in fast-food outlets, hotels and bed and breakfast accommodation, accident and emergency services, and security service roles (such as, door staff). Details of the 12 sites are publically available on the Barnardo's website and in this report. For the purposes of this report, case study details of the individual sites have been anonymised.
4. Nightwatch has been proven effective in its aims and far exceeded its intended targets. This is demonstrated by its significant and sizeable reach to Night Time Economy (NTE) workers and through its impact on the ground. The implementation of Nightwatch, has resulted in increased confidence and awareness amongst NTE workers around the issue of CSE and how to identify it as well as through examples of children and young people having been safeguarded from exploitation and abuse. The findings can inform future community awareness raising strategies.
5. The research team gathered a range of quantitative and qualitative data to report on the effectiveness of the strategies employed to raise awareness of CSE among NTE workers. Methods included interviews, questionnaires, a focus group and roundtable events. This project focuses solely on Nightwatch practitioners and NTE workers' views, not those of children or young people. The evaluation received ethical approval from the University of Bedfordshire's Institute of Applied Social Research Ethics Committee and the University of Bedfordshire's Ethics Committee. Ethical approval from Barnardo's Ethics Committee was also granted.
6. While the evaluation did not undertake a rigorous cost effectiveness analysis, which was outside of its original scope and remit, the evaluation can conclude that the programme was a very worthwhile investment. In the areas of implementation, the Night Time Economy is better equipped to identify and respond to signs of child exploitation and abuse. A number of factors enabled this, including Barnardo's existing geographic footprint and service base throughout England and its staff, management, and thematic capacity to operationalise and deliver such an innovative and complex project in a relatively short period of time.
7. The aims and objectives for training and awareness raising have been exceeded:

- 6553 NTE workers from the public and voluntary sector have received awareness training (target 3300).
 - 6040 NTE workers from the private sector have received guidance on identifying and reporting CSE (target 5500). 4377 of those received additional full direct training sessions.
 - 94 community awareness events were held with 5441 meaningful engagements (target 66 with 1980 meaningful engagements).
8. Interviews with Barnardo's project practitioners highlighted enthusiasm and commitment to the project. Across the 12 sites a wide variety of strategies were adopted to increase awareness of CSE among NTE workers by providing advice, support, training and guidance. Feedback from NTE workers themselves has been particularly informative within this project and has been very positive. The key conditions which were considered by NTE workers and Barnardo's practitioners to be effective in meeting the aims of the project were:
- **Localised approaches**- localised approaches have been shown to be important and effective in training delivery and increasing awareness of CSE. Practitioners gathered local intelligence and connected with managers and grassroots level workers to deliver training and raise awareness among the public and private sector in appropriate ways. The knowledge and experience of Nightwatch practitioners and localised examples of CSE were appreciated by audiences.
 - **Flexibility in training delivery and awareness raising strategies** - Practitioners emphasised that the core messages were focused on CSE, but that they deliver these messages in a practical manner with methods which have biggest impact. Practitioners gained access to NTE through strategic and grassroots networks; many undertook outreach to raise awareness of the project and offer advice, support, training and guidance.
 - **A friendly, non-judgemental, strength-based approach which does not blame** - Nightwatch has engaged well with, and received respect and trust from, NTE workers. Adopting a friendly, non-judgemental, strength-based approach results in 'buy-in' from NTE staff and supports a joint approach in tackling CSE.
 - **Building relationships and working in partnership to ensure a joint approach to tackling CSE** - Multi-agency working and information sharing are essential ingredients in order to effectively raise awareness to NTE audiences. This ensures that NTE workers feel more confident to report suspected incidents of CSE and that there are clear information sharing pathways. Ultimately, if the work is underpinned by positive relationships and NTE Workers are engaged directly in the process, their understanding of potentially dangerous situations increases. They become more empowered to keep children and young people safe.
 - **Maintaining sensitivity** - CSE awareness raising is of central importance in improving NTE workers' commitment to preventing CSE. Practitioners showed great care in the way awareness raising was undertaken. For example, NTE audiences have varying degrees of understanding regarding CSE. In order to effectively accommodate the differing levels of knowledge, Barnardo's practitioners prepared audiences for the subject.

- **Managing disclosures** – Barnardo’s practitioners need support for unexpected disclosures from NTE workers. Ensuring NTE workers are aware of appropriate support structures is an important point worthy of future consideration in the delivery of awareness raising.
- **Capacity of outreach staff** - Outreach staff need to be able to respond to the changing needs of NTE staffing and to the changing profile of the nature and form of CSE within different localities. Outreach and training staff need to have the capacity to deliver relatively short information sessions containing succinct messages, as well as the ability to provide clear referral and information sharing pathways.
- **A strategic approach** - The development of strategic approaches were explored as part of this Nightwatch project. These included;
 - embedding CSE training in NTE workers’ annual training
 - developing outreach approaches to engage with NTE workers in order to raise awareness of the local prevalence of CSE and involve them in the wider role of community safeguarding of children and young people.
- **Staffing in the Night Time Economy** - NTE staffing is very changeable and fluid so where possible the offer of training needs to continue to be available. Sustainability of this training programme needs to be maximised where possible.
- **Time** - Time on the project was short and developing relationships and embedding awareness raising approaches within NTE sectors requires a long-term approach. NTE workers and practitioners stressed the on-going need for this work and the value of raising awareness in communities.

Nightwatch was described by a police officer as the ‘*eyes and ears of everybody on the street*’ (*Police 1, Site C*). The legacy of Nightwatch is that it has brought attention to the ways in which awareness can be raised sensitively among NTE workers and offered a process and the necessary materials and resources to do so.

1. Introduction

Barnardo’s Nightwatch: ‘CSE in Plain Sight’ was funded by the Department for Education (DfE). Barnardo’s was awarded £736,154 under the DfE National Prospectus Grants Programme: Theme Four: Safeguarding policy priority: Safeguarding children from abuse or neglect. Nightwatch was launched in April 2015 and concluded at the end of March 2016. The evaluation was commissioned over the period from April 2015 to April 2016. Nightwatch has been delivered in 12 sites (14 locations): West Sussex, Birmingham, Bristol, Buckinghamshire, Leeds, London, Manchester, Middlesbrough, Plymouth, Rotherham and Sheffield and Yorkshire (Bradford and Wakefield). The core aims of the project were defined by the DfE (2015):

‘To safeguard children and young people from child sexual exploitation (CSE) by increasing awareness of CSE among businesses and services working in the night-time economy (NTE), and by developing strategies, in co-production with these businesses and others, to identify and protect children at risk at night, and intervene early by providing advice, support, training and guidance’.

The Nightwatch project emerged partly out of the experience of Barnardo's work with sexually exploited young people, including the recent FCASE – Families and Communities against Sexual Exploitation programme (D'Arcy et al, 2015), which included community awareness raising in its approach to preventing CSE. There is limited evaluation of community awareness raising and CSE (Bostock, 2014). The Nightwatch project provides an important opportunity to address this gap and investigate how working in partnership with other agencies and organisations, including those outside the statutory and voluntary sector, can raise awareness of, and prevent, CSE.

This final evaluation report of the one-year evaluation of the 'Nightwatch: CSE in Plain Sight' project is produced by The International Centre: researching child sexual exploitation, violence and trafficking at the University of Bedfordshire. The aim has been to evaluate Nightwatch's effectiveness in reaching and informing the NTE sector through training, guidance and community awareness raising, in order to determine strategies to protect children and young people from CSE.

This report provides an overview of the project and uses case studies to document different, localised strategies to increase ability, confidence and awareness in identifying and reporting CSE among NTE workers. For the purpose of clarity in this report, 'worker' will refer to NTE workers and 'practitioner' to Barnardo's staff.

2. The evaluation

The evaluation of this project has been important in terms of documenting the development of Barnardo's work on CSE. It has also highlighted Barnardo's contribution to building a broader evidence base of training, guidance and community CSE awareness raising in relation to workers outside the usual remit of child protection and safeguarding.

Data collection

As suggested above, the evaluation aimed to ascertain ways in which sites reached out to, and informed, the NTE sector through training, guidance and community awareness raising in order to determine strategies to protect children and young people from CSE. The research team gathered a range of quantitative and qualitative data to report on the effectiveness of the strategies employed to raise awareness among NTE workers. The methods for evaluation included:

- Two roundtable meetings with Barnardo's practitioners, one at the start of the project (July 2015 involving 13 staff) and the other towards the end of the project (December 2015 involving 14 staff). Both roundtable events involved two forms of data collection: a questionnaire completed individually by practitioners and a focus group discussion concentrating on the delivery of the work.
- Ten phone interviews with Barnardo's managers and practitioners to discuss progress. The sites from which practitioners were interviewed were randomly sampled.
- Six meetings between the research team, the project manager and evaluation manager.
- One phone interview with a Barnardo's practitioner sampling the outreach approach (case study 2) and a summary of their awareness raising approach (case study 2).

- An interview with a stakeholder (the local Authorities' Licensing Project Manager, employed by the Local Safeguarding Children Board (LSCB)); an interview with the Barnardo's practitioner from the same site; training feedback from street pastors and nine completed questionnaires from NTE workers who had received training (see appendix 2 for question schedule). The questionnaires were distributed to the NTE workers by the Licensing Project Manager and Barnardo's practitioner on behalf of the research team (case study 1).
- One focus group discussion with nine NTE workers from one site in February 2016 which included the police (4), a housing charity (2), a local operations manager for a large city centre retail park (1), a community street pastor (1) and a member of hotel staff (1).
- One observation of direct training with a NTE target group (case study 4) involving 12 students (seven young men, five young women) as part of a tutorial within their course timetable. The session was one of a series being delivered by the Barnardo's practitioner in the college to different students. Overall 12 sessions were delivered, nine were one hour sessions and three were two hour sessions. There was a separate face-to-face interview with the Barnardo's practitioner who delivered this training.

Barnardo's project data was shared with the research team to help place the evaluation data in context. This data was not shared for independent analysis. Data provided included:

- Barnardo's targets and strategy reviews for each site.
- Barnardo's overview of targets, training delivered and feedback of training.
- Anecdotal evidence from research sites provided by Barnardo's workers and the project manager recorded throughout the year as part of Barnardo's data collection.

Data analysis

Each research participant was given a code as a process of anonymising data.

The research team analysed the data they collected manually. Data was analysed through four stages.

- Firstly, it was thematically analysed by one individual within the evaluation team.
- The analysed data was then reviewed by the other evaluation team member to ensure consistency and agreement
- The key messages from the evaluation team analysis were then discussed with the Barnardo's project manager and evaluation team to explore emerging findings and possible resulting recommendations.
- Data from the analysis was then compared to data from the previous evaluation of FCASE.

The FCASE work indicated that the factors which promote effective community awareness raising included:

- Having clear aims and objectives.
- Understanding the needs of the target audience.
- Engagement with wider stakeholders.
- Use of designated workers to promote awareness and access to services.

Research ethics

The International Centre: researching child sexual exploitation, violence and trafficking places a high priority on ethical, child and young person centred, applied research in the area of child sexual exploitation. While this evaluation does focus solely on seeking views from Nightwatch Barnardo's practitioners and NTE workers, the needs and best interests of children are held in mind. The evaluation has received ethical approval from the University of Bedfordshire's Institute of Applied Social Research Ethics Committee and the University of Bedfordshire's Ethics Committee. Ethical approval from Barnardo's Ethics Committee has also been granted. The evaluation follows the requirements for ethical approval as outlined by The Economic and Social Research Council (ESRC) and The British Sociological Association Ethical Guidelines. Participation in the evaluation was voluntary and all participants were asked for written consent. All information was deemed confidential, unless information was disclosed that indicated that a young person or child was at significant risk of harm.

All Nightwatch practitioners and NTE workers received information about the project and provided written informed consent to participating in the evaluation. Information letters for NTE workers were shared with practitioners at the outset and the research team collected final written consent when they conducted the focus group and interviews.

Governance and management structure

The evaluation team were supervised by Professor Jenny Pearce, Joint Director of The International Centre researching child sexual exploitation, violence and trafficking. Professor Pearce held responsibility for final quality control of the evaluation process. The evaluation team had regular meetings with the Barnardo's project manager, Katie Bunting, and with Hannah Marsden from Barnardo's evaluation team.

3. Project overview

Over the past year (April 2015 to March 2016) Nightwatch has been delivered across 12 sites with one full-time equivalent practitioner for each area. The exception has been London which had 1.5 practitioners across two London boroughs (Islington and Camden). Each practitioner was based within an existing Barnardo's CSE service and worked alongside colleagues both locally and nationally to meet the project aims noted below. The stated aims and objectives of the project (DfE, 2015:7-8) were:

Aims

- To protect children and young people from sexual exploitation, by supporting prevention through increasing awareness among front line workers in statutory agencies working during the night-time hours, by means of training on identifying and reporting Child Sexual Exploitation (CSE).
- To protect children and young people from sexual exploitation, by supporting prevention through increasing awareness among private sector workers in the night-time economy by means of providing guidance, including through the use of new media, on identifying and reporting CSE.

- To protect children and young people from sexual exploitation, particularly during the night-time hours, by increasing awareness of community members of CSE through community events and strengthening links between statutory services and the community.

Objectives

- Provide CSE awareness training to 3300 front line NTE workers in statutory agencies and voluntary sectors.
- Distribute CSE guidance on identifying and reporting CSE to 5500 private sector NTE workers.
- Deliver, in association with local police and social care workers, 66 community CSE awareness raising events reaching 1980 community members.
- Produce and distribute CSE guidance targeted at local communities.

Table 1: Summary of objectives achieved

NTE Target and Audience	Objectives
Direct Training to Public & Voluntary Sector	3300 People
Guidance to Private Sector	5500 People
Community Awareness Raising	66 Events and 1980 Meaningful Engagements

Definitions

Direct training – Initial project plans determined that direct training was reserved only for the public and voluntary sector. This was changed early on to include the private sector, in order that they received more than just guidance. Direct training was therefore offered to the public, voluntary and private sector. Direct training is defined in the Barnardo's (2016) glossary of terms¹ as: '*Classroom based sessions, led by a PowerPoint presentation, with videos & exercises. The full Nightwatch programme is delivered and guidance is distributed. Ideal length of session is around 2.5/3 hours and would ideally involve around 10 or more participants.*'

Guidance - 'Guidance' has been defined in the glossary of terms (Barnardo's, 2016) as being '*in the form of written printed information (an educational leaflet, the Nightwatch Z-Card of indicators, posters to display in the workplace), video resources (the Nightwatch animation and other CSE awareness videos available) and any other CSE educational and signposting materials. Guidance is used to enhance all event types mentioned above but can also be circulated independently via email runs, newsletters, post runs etc.*'

¹ This was produced in January 2016 (see page 29).

Community awareness - Community awareness events have been described as: ‘*varying in structure and may include an organised event- e.g. stall or a workshop for provoking thought, discussion and activities around CSE and raising awareness. An event could simply offer a networking opportunity with appropriate parties. At any of these events guidance will be distributed in varying forms*’ (Barnardo’s, 2016).

Meaningful engagement – Meaningful engagement constitutes a verbal exchange between the practitioner(s) and, either, one individual or a small group. The practitioner(s) covers a summary of key points, perhaps with a localised element, accompanied by written guidance and addressing any initial questions. This encounter would usually last between 3-5 minutes and where appropriate, the offer of further training or enhanced awareness raising would be made.

Training materials

A range of branded promotional materials have been produced which reflect a corporate approach to awareness raising of the project. A number of resources were made available for practitioners to use in the autumn of 2015 and others followed later. Materials included:

- A training pack,
- a flyer explaining the work
- a pledge² for businesses to demonstrate that their staff had undertaken the training and to communicate their commitment to recognising and responding to CSE.

Other promotional items included branded key-ring torches, z-cards with summary of CSE facts, pens, banners, balloons and practitioners wearing branded T-shirts and fleece jumpers. A Nightwatch animation was produced during the project and an e-learning programme is being developed.

There was no negative feedback recorded about the distribution and use of the promotional materials. It is evident that the increased awareness raising amongst NTE staff was facilitated by the use of the promotional materials and the training pack. The enhanced status created by committing to ‘the pledge’ prompted NTE staff awareness of, and engagement with, promoting safeguarding of children within the business and related activities.

4. Setting up the project

Nightwatch was established in April 2015, the same month it was due to start operating. This meant that services received relatively late notice of the project start up. Consequently, recruitment of project practitioners varied, with the last recruits taking up their posts six months into the project, during September and October 2015. In two sites where recruitment was delayed, two (rather than one) workers were employed to deliver the work. The project benefited from being placed within existing Barnardo’s services. Some project staff members were drawn from existing Barnardo’s teams, whilst others were recruited from outside the CSE field. As a result, there were varying training and induction needs.

Each site was asked at the outset to propose three NTE sectors to target for awareness raising and these were to be decided upon in accordance with the projected needs of each

² The Nightwatch Pledge that was offered to businesses, was a rebranded document originally used as a part of the ‘Say Something if you See Something’ campaign, authored by NWG Network.

local area (see overview of these in table 2.³). However, after further intelligence gathering and delivery, some targets were changed (as seen in case study 4). The diversity of the work and changes in targets had implications for the evaluation as it meant that the potential to make direct comparisons between sites was limited. Nevertheless, the localised, flexible approach has been shown to be important and effective. Table 2 offers an overview of the initial targets across the project regarding the types of NTE sectors that the sites wanted to involve in the programme.

All practitioners completed a 'train the trainer' course which enabled them to deliver the direct training programme to NTE workers. This programme was designed by Barnardo's training team. Delivery of sessions to NTE workers began in July 2015 and August 2015 with the volume of work increasing from September 2015.

Table 2. Initial Site Targets

NTE Target	Number of sites which included this target
Taxis	7
Transport hubs	3
Hotels and B& B	8
Security / door staff	4
Fast Food outlets	4
Pubs and Clubs	5
A & E and Ambulance	2
Street Pastors	1
Entertainment	1
Social housing landlords, Community groups,	1
Colleges and University	2
Petrol stations	1

5. Project delivery

Advice, support, training and guidance

The Barnardo's project manager provided the data in this section which has been collated centrally⁴ within Barnardo's. It is clear that the objectives for all three categories: direct training, guidance and community awareness were exceeded. Table 3 provides an overview of the results and Figure 1 provides an overview of NTE sectors that participated in the Nightwatch project.

The fact that the private sector was included in direct training, rather than just receiving guidance, was positive and resulted in more people from this sector being fully trained. The data collected by the research team was in the form of case-studies (see section 6) and feedback from practitioners (section 7). This was undertaken to capture the effectiveness of the training in making changes to NTE awareness and behaviours and confidence in reporting concerns regarding CSE. The case-studies and practitioners' feedback provides

³ Some have more than one sector included in each target hence total is more than 12 x 3.

⁴ The data was not analysed as part of the evaluation.

the context to these achievements. It is clear from the increase in numbers undergoing the training and in the analysis of focus group discussion that direct training drew on:

- Practitioner confidence to communicate with workers employed outside child welfare settings.
- Practitioner competence to summarise messages from research and evidence based practice to engage workers in learning about CSE and related vulnerabilities.
- NTE workers increasing and incremental awareness of the significance and importance of their safeguarding responsibilities.

Table 3. Results of Targets⁵

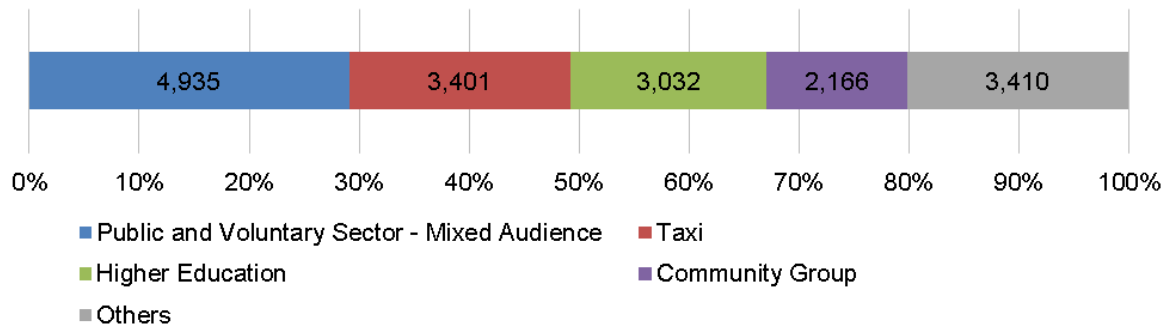
Audience	Target By March 31st 2016	Actual by 31st March 2016
Public & Voluntary sector – will have received awareness training	3300 People	6553 public and voluntary workers in the night time hours received awareness training
Private Sector - will have received guidance on identifying and reporting CSE.	5500 People	6040 NTE private sector workers have received guidance on identifying and reporting CSE. 4377 of those received additional full direct training sessions.
Community Awareness Raising Events	At least 66 community awareness events resulting in 1980 Meaningful engagements	94 community awareness events held 5441 Meaningful engagements

⁵ Total number of people engaged across Nightwatch was 16,944. 1090 of these same participants took part in both meaningful engagement *and* training because their attendance and meaningful engagement at an awareness raising event led to training, bringing the total engagements to 18,034. 10,930 people received the full package of Nightwatch training across the public and private sectors.

Figure 1. NTE sectors participating in Nightwatch

The illustration below shows the range of NTE workers across all 12 sites who have received advice, support, training and guidance. In total, Nightwatch reached 16,944 NTE participants through advice, training, guidance, support and engagement. A more detailed breakdown of the NTE sectors can be found in Appendix 1.

Night time workers engaged in Nightwatch, by sector



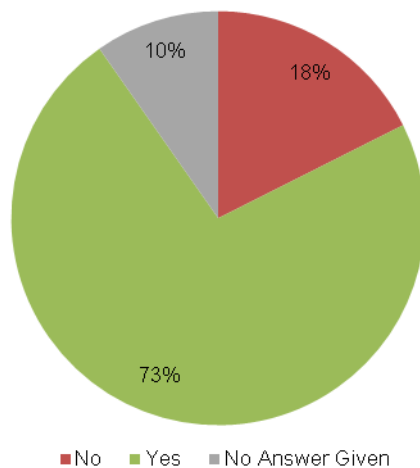
NB: “Others” includes: private sector, accommodation/hotel/B&B, licensed premises, security, public transport, fast food restaurant/eatery, leisure centre, convenience store/petrol station, gambling premises, and shisha bars.

Training feedback

Barnardo’s collected 4523 participants’ training evaluations. In the evaluation, participants were asked if they would do anything differently as a result of the training. Evidence of responses is found in Table. 4

Table 4. Results of Training

Would you do anything differently as a result of the Nightwatch training?



Sample of the feedback collected centrally by Barnardo's and provided to evaluators⁶

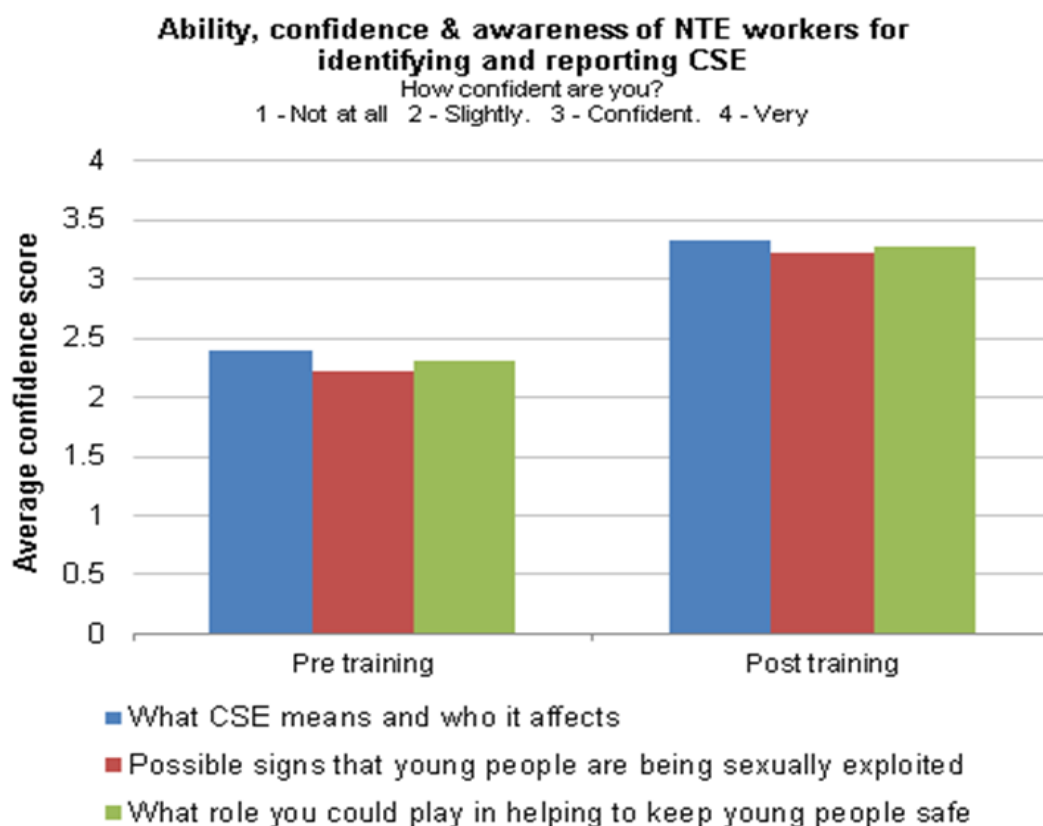
Taxi Driver: 'I had a teenage boy with a man and it sounded a bit wrong at first. I listened to their conversation and was making mental notes. Found out he was a family friend so all was ok but I wouldn't have even wondered before, it has made me think'

Hotel Staff Leader: 'Seen things that I would usually have turned a blind eye to as I didn't know what I would do before; I have the confidence now to question my staff and a couple of situations we have reported to 101.'

Hotel Receptionist: 'Aware of the age difference of visitors though after listening carefully to their conversations though it has been their Uncle, father, nephew etc'

Confidence of NTE workers before and after training

Training evaluation data shows an increase in self-perceived confidence following the training of a) what CSE is and who it affects, b) possible signs that a young person is being sexually exploited and c) what role you could play in helping to keep young people safe.



Based on 4523 responses.

Two examples⁷ of early intervention reported from services participating in Nightwatch

⁶ This information was provided by the Project Manager – April 2016.

⁷ This data was collected centrally and anonymised before sending to the research team.

- On receiving the Nightwatch training, a group of staff working at a hotel recalled their concerns about the wellbeing of a young woman who spent 20 minutes crying in the bathroom before going to a room with an older man. At the time, they didn't report the incident because they were not sure what to do. Following the training they reported full details of the man in question to the police who went on to investigate the matter further.
- CCTV operators received Barnardo's Nightwatch training and worked with the police to locate a potential CSE perpetrator. A referral was received from CCTV operators at a car park to report a vehicle in the early hours of the morning. A missing young female was found in the back of the vehicle. The young person was safeguarded and the driver was arrested for grooming, child abduction and theft.

6. Case studies: review of findings

This evaluation report provides four case study examples in order to provide more detail into approaches and strategies which were co-produced with NTE sectors to meet the project aims. Each case study is preceded with a list of targets they were working to.

- Case Study 1 and 2 highlight different strategies undertaken in raising awareness, including feedback from NTE workers.
- Case study 3 provides feedback from NTE workers in one particular site.
- Case study 4 offers insight into one observed training event.

Case Study 1 - Site A: A strategic, partnership approach between Licensing, the CSE service and police partners.

This case study has been informed by an interview with the local authorities' licensing project manager, employed by the Local Safeguarding Children Board (LSCB); an interview with the Barnardo's practitioner; feedback from street pastors who undertook training; and nine returned questionnaires.

Targets

Colleges and universities, accident and emergency (A&E) and ambulance staff, and staff from bars and clubs were identified as the initial targets for this site. There were two part-time Barnardo's practitioners delivering this Nightwatch service. They were aware of an existing, formal partnership between the licensing manager, local CSE service and police partners who had been delivering quarterly training on CSE to taxi drivers, hotels and nightclubs for several years. Nightwatch training was therefore embedded into the existing training package (available from Barnardo's). Local colleges and universities were targeted independently to deliver a range of awareness sessions to students in autumn 2015.

A strategic multi-agency approach

The LSCB licensing project manager of the area where the case study took place, explained during an interview the advantages of Nightwatch to the existing partnership. First, the project met increased demand for quarterly training with NTE staff. Work was coordinated carefully by licensing, the local CSE service and police to monitor who was doing what and to ensure that there was no duplication in training delivery. Nightwatch was described by her

as the *'heart of the action plan...Nightwatch made us stop, plan and review the work'*. A strategic approach was felt to strengthen the existing partnership, avoid duplication of training and provide important resources which increased capacity to raise awareness of CSE. She described the face to face interaction as *'priceless'* because there was flexibility to visit businesses who were involved in facilitating CSE or who might have vulnerable young people accessing their services at night. She felt this gained respect and commitment from licensed trades. To raise awareness, the partnership had fitted delivery of training around the NTE businesses' timelines and staff availability, had undertaken community work with a CSE focus and had provided practical information in layperson's terms. In this site the research team also considered feedback from a group of trained street pastors (as explained in the methodology, section 2). Street pastors are volunteers from local churches who deliver outreach to their communities *'usually from 10 p.m. to 4 a.m. on a Friday and Saturday night, to care for, listen to and help people who are out on the streets'* (Streetpastors.org, 2016⁸).

Street pastors stated:

'I was made more aware of what it (CSE) means and what to do' (street pastor 1, Site A).

'Something that is so important in our city at the moment. Excellent, I am more aware now what to do' (street pastor 2, Site A).

'It would be better if the training was specifically targeted to Street Pastors, i.e understanding what street pastors do' (street pastor 3, Site A).

Other feedback from NTE workers who completed training is captured below⁹. This data was gathered via questionnaires distributed by the licensing project manager, on behalf of the research team. Feedback from the NTE workers indicated a clear agreement about the need for CSE awareness training. It also highlighted the need for awareness raising that supported NTE workers:

'Drivers have very little support- not just in safeguarding duties- so this prepares people who work alone to deal with it' (Operation manager-taxi business).

'The training really opened my eyes up and helped me know what to do and handle it. Usually you would just look past things like that. It makes you stop and think. Training gave me a lot more confidence and I have reported a concern to the authorities' (Pub Landlady).

'By making people aware of their role and CSE people will not just apply this to their work lives but take the awareness home to personal communities...wider reach' (Employment officer for New Taxi Drivers).

Evidence of effectiveness

Evidence of effectiveness was hard to capture as longer term follow up of the effectiveness or impact of the work was not available. As noted by a city bar staff member who completed the questionnaire:

'I'm not aware of any figures or information to be able to comment about if it's working or not' (Bar staff).

⁸ <http://www.streetpastors.org/about-us/what-is-a-street-pastor/>

⁹ It is important to recognise that they are commenting on the amalgamated training they completed which incorporated Nightwatch into existing partnership training. This is different from training delivered in other sites.

The challenge in capturing evidence was also reflected by the LSCB licencing manager:

'It is hard to be specific and link what work linked to a referral. This would require us to go back to operators taking referrals so could not be specific to Nightwatch'.

Although 'good intension' calls and incidents that were reported could not be linked back to Nightwatch, there was evidence that more calls had been received from taxi drivers and hotels in this site, and some had led to arrests.

Positive impacts

A bar staff member noted that:

'I believe that myself and my staff will now be more aware of potential abuse/exploitation of individuals that may come in to the bar. It is now part of their staff training' (Bar staff).

This appreciation of the learning gained was shared by a NTE worker who was responsible for training:

'I have noticed the number of people in the trade who felt able to approach officers and talk about issues they learnt about. Now they think about CSE and take contact details so they can report' (NTE training officer).

...and by the LSCB Licencing Manager who said that:

'Awareness has been raised – they [NTE] would have turned a blind eye – but it draws attention to the harm that is taking place, now they can identify that – it becomes their business!!'

There was also feedback from NTE workers on the main criteria that were felt to be effective in raising awareness. These were about:

- Partnership and working together
- Not blaming anyone
- A joint approach to tackle CSE
- Consultation and listening to people

These criteria are similar to Barnardo practitioners' suggestions (see case study 2 and 3).

Challenges identified

The Nightwatch practitioner noted two challenges around Barnardo's branding and identity. In regards to branding, the practitioner indicated that the Barnardo's branding may have hindered initial engagement with NTE sectors...

'The vast majority of people we spoke to heard 'Barnardo's' and told us they already gave to charities, they were busy and could we call back or plain hang up.' (Barnardo's Nightwatch practitioner).

The second challenge raised by the practitioner related to project partners working under Barnardo's identity. In this case, the partnership wanted to develop their own logo under which they could raise awareness and be recognised by NTE sectors, but this was not possible due to the short time-frame of the project. In regards to identity, the practitioners felt

that their own autonomy in delivering the Nightwatch project might have been reduced as they had been fixed into an existing partnership with defined strategies for working.

Case Study 2 - Site B: An Outreach approach

Targets

Taxi drivers, hotels and fast food outlets were the three key target groups for site B. However, early on in the project it was found to be difficult to reach small independent fast-food outlets and for their staff to attend the more traditional formats for training. Local District councils in this site were reluctant initially to introduce mandatory CSE training for taxi drivers. Therefore, two out of three targets were "hard to reach" in terms of conventional training approaches. Consequently, an outreach approach (as described below) was adopted to overcome these challenges and reach as wide a community of these businesses as possible in order to raise awareness of CSE.

'It is just literally going out on the streets with colleagues, talking to drivers direct, in their offices and at taxi ranks. Fast-food outlets are difficult to get into organised training session. So again I'm doing outreach, we were out last night with our material. We have z-cards which talk about all the vulnerabilities, the signs. We do actually talk about the grooming process and how perpetrators, the friend, the process of befriending and how victims in a lot of cases don't come forward themselves, and the reasons why they don't come forward, and that's why we're asking the community to come forward. And, we go through a lot of the reasons why victims won't come forward, so we talk about the vulnerabilities and what makes young people vulnerable.' (Practitioner 1).

Positive impacts

- It was noted that reaching out to contact and work with NTE staff was positive as it allowed NTE staff flexibility in 'learning on the job' rather than having to be released for external training away from their work setting. This outreach approach meant that staff members did not need to be 'released' for external training and so Nightwatch reached the maximum of staff members for awareness training. Practitioner 1 (as above) explained: *'a local bus garage had three shift changes in one day, through outreach we were able to reach all staff members as they came on and came off shift at their depot'*. Although the bus garage management had initially indicated that there was no time in the company's schedule for formal training of staff, they did appreciate being offered flexible sessions that did not disrupt their schedule.
- Outreach also enabled the project to make contact with the management of NTE companies to promote more structured training where correspondence and emailing had previously failed to elicit any response.
- Outreach gave NTE workers opportunities to voice their concerns regarding existing reporting structures such as dialling 101¹⁰. Outreach was described by the practitioner as a valuable source of intelligence gathering on CSE as she was able to discuss local CSE issues in an informal and non-threatening way and share intelligence with the police on an ongoing basis.
- Outreach work was felt by the practitioner to raise the profile of CSE as she was a visible presence on the local streets, arcades and shopping centres and in bus stations. This practitioner referred to a positive response to Barnardo's branding;

¹⁰ 101 is the number to call the police when you do not require an emergency response.

which was a direct contrast to the Nightwatch practitioner in the previous case study. Feedback provided from NTE workers in this site was encouraging of the work:

'I like to support this type of activity' (NTE 1, Site B).

'It's a good thing to talk about protecting children it makes me more aware and I will keep more of a look out at work as I go about my business' (NTE 2, Site B).

'I think it is good to see workers out talking about CSE' (NTE 2, Site B).

Challenges identified

- Delivery of advice, guidance and awareness of CSE on the streets has to be shorter than direct training that is delivered in 'classroom' or similar, more protected settings. This can limit the amount of CSE information shared.
- There is often no privacy when sharing information with NTE directly on the streets. A practitioner raised concern that the passing general public may overhear the training taking place and raise questions or scrutinise the process.

Moreover, there may be no quiet and confidential place for follow up with NTE workers who are recipients of the information shared. For example, some recipients had themselves been a victim of historical child abuse and this approach brought to the surface difficult emotions they needed to deal with. In this situation, the worker(s) were signposted to relevant support agencies but the disclosure(s) highlighted the lack of specific support available for adult survivors of child sexual exploitation and child sexual abuse. Ensuring workers are aware of support services is an important point worthy of future consideration in the delivery of awareness raising.

In considering future approaches, a number of lessons can be summarised. These include

- the essential first step of analysing the needs of the locality.
- using this information to develop effective strategies for securing engagement.
- maintaining flexibility and open communication to be able to respond to changing NTE workers' needs with relatively short information sessions.
- maintaining open communication to be able to identify and respond to the changing nature and form of CSE within the locality, as well as changing knowledge of CSE.
- supporting and promoting CSE practitioners' abilities to be flexible and maximise opportunities for engaging with the NTE.
- supporting and developing CSE practitioners' skills of relationship building and partnership working (for example, working alongside the police).

Case study 3 - Site C: The views of NTE workers

This case study offers insight into NTE workers' views and experiences of the Nightwatch training and partnership working. The focus group discussion was very informative for the evaluation, hence this case study includes many quotes from nine NTE workers¹¹ including the police (4), a housing charity (2), a local operations manager for a large city centre retail park (1), a community street pastor (1) and a member of hotel staff (1).

Targets

¹¹ Barnardo's practitioners were not present at the focus group.

The initial targets for this site included small business communities including pubs, clubs, hotels, taxi services, bus/rail station and takeaway outlets. The aim was to link Nightwatch to existing 'Staying Safe' operations and to target youth outreach services to prevent CSE. The 'Stay Safe' initiative involves a police officer going out with a Barnardo's practitioner every Friday evening to individuals or establishments, already identified as a potential concern, to gather intelligence and check on young people's safety. This site also targeted:

- Health and Social care partners, Accident and Emergency (A and E) and Sexual Health services to improve reporting of concerns.
- Social housing landlords, community groups (including Black and minority ethnic (BME) communities, colleges and the local university) to raise awareness of CSE and ensure that they knew how to report concerns and whom to report to.

The two Nightwatch practitioners partnered with the Police, LSCB Licencing and 0-19 Social Care children services to reach these NTE workers.

Approach

Feedback from the NTE workers at the focus group about the Nightwatch project was very positive. It is important to note that although plans for the project involved existing partners, many of the individuals who attended had not worked with Barnardo's directly before Nightwatch and had little information about the service's work. They were informed about the work via presentations from the Nightwatch team at meetings they attended. Police neighbourhood officers had been trained and they in turn helped identify other businesses or partners who might benefit from the training.

The NTE workers felt that the approach by Barnardo's staff was sensitive, knowledgeable, flexible and very approachable - and this worked well. The street-pastor commented:

'They have got clear practical experience of these situations and dealing with people, and that came across. They anonymised the detail that they were passing on, but what spoke loudest to me and to my volunteers in that this is happening and it's happening today and it's not just something that happened twenty or thirty years ago. Prior to the course I was asked to give some sort of health warning to volunteers just so that they were aware of the nature of what we were going to be talking about, which as you appreciated you may well be talking to people that have suffered from exploitation of some sort. I thought that was very, very good. It gave me an opportunity to speak with my volunteers and allow them to appreciate that there may be personal issues' (Street pastor 1, Site C).

This police person used a good example, saying:

'it's one piece of the jigsaw, so if you phone up with one little part of the information, then you phone up with another part, it's building this jigsaw puzzle that we can see and do something about' (Police 1, Site C)

And a housing charity worker noted

'I think with Nightwatch they push it really well. Especially with hotels and stuff, they are not saying that they have got a problem, they are not saying that's [CSE] ever occurred in your business, what we're saying is here's the awareness and here's the tools just in case it does. I think once that comes across to a lot of the hotels it will work better. I think they're just frightened, they initially don't want training because there a sense that 'you're trying to say that we're getting young girls in here'. But that is not what Nightwatch say' (Housing charity 1, Site C).

NTE workers also appreciated a friendly, non-judgemental, strength-based approach which did not blame or suggest 'bad' practice. Feedback regarding the direct training was positive. The operations manager for the retail park said:

'It was really good. The staff engaged, and I think it opened a whole new bubble for them to be able to see, 'hang on a minute, when these people are coming in'. And I think obviously staff now are asking more questions. Again, with the retail park it's bigger for us because we know perpetrators are going off to the park and speaking to young girls and things, so now every bit of information that comes through can only help us...It's opened up loads of stuff for me that I didn't really think of. Before I looked at it as I need to move those kids on and we need to get these people over here, let's make sure everyone's safe. I wouldn't have thought of what they say until now until I did the training...Instead of just looking and saying that's a group of kids speaking to a guy in a car now, they're now capturing intelligence, what are they wearing, what's the reg, where did they go? They're recording that. It's just knowing where they put that to, is the thing' (Retail manager 1, Site C).

The training extended reach to those who had not previously been targeted through police operations or awareness strategies. The police explained:

'I would never have gone to the [...Hotel], I wouldn't have even thought of going ...and they did, and now we've got information from them. So at the local level I would say yeah it works' (Police 1, Site C).

The group also commented on the importance of flexibility:

'That's one of the benefits of you getting to what people understand, you've got to move, you've got to be fluid, fluidity's important. Like in every role you've got to be able to change as you see things. Nightwatch has that ability because they're not a strict regime, they tend to try and shift to try and help other places. If they've got to go out at a certain time and deliver it at a certain hotel or a certain business at a certain time, then that's what they've got to do. You can't just expect the business to say hang on, drop whatever you're doing, make big changes to come and see us. They're putting themselves forward and saying we'll fit into your timetable, and so it's not a hardship. Which makes it easier for the companies and the businesses out there, they don't need to worry about staff and giving them overtime and things like that which is a big thing, I think' (Housing charity 2, Site C).

'Flexibility is important, you're not just looking at Monday to Friday 9 to 5, because in this day and age we don't do that now, people work shift work, they split shifts, they've got different hours, some might need to do 10/12 hours, so you've got the ability to say we might need to deliver it or need to do this on a certain day on a certain night and it won't be a regular Monday to Friday sort of delivery' (Police 2, Site C).

'I know there have been some people who couldn't do a physical training session and they developed an online version that they could use for some agencies, so they're still getting the training across' (Street Pastor 1, Site C).

Evidence of effectiveness

Feedback from the group suggested that they understood the aims of the project and that it had been effective in raising awareness and confidence in reporting. They had observed that

their colleagues and other employees did understand more about CSE, and had increased confidence in recognising the signs and reporting these. The police explained:

'I just think better awareness of everything really. There are so many people in positions where they can make a difference, so it's just giving them the new eyes so they can see things, and they know what to do with that information they're seeing. In the past they might have seen things and not been quite sure, whereas now they can see it' (Police 1, Site C).

'Even if they're not particularly committing any crimes it's really good for us to build up intelligence so we can go for different orders at court and things like that, we can go and say we've had these 12 pieces of intelligence say that this person is taking young people to this hotel. Yes, we weren't there but we've got the intel which will back everything up' (Police 3, Site C).

'We [police] now receive telephone calls and information from other places, from agencies and from hotels and people like that, that probably wouldn't have thought about ringing in beforehand. Even social services and stuff like that. So now we're getting more information...So it's had a positive effect for us in one respect and it's put a lot of workload on us...now we're actually building ourselves up into a bigger unit because we recognise we need to have more people. There's more to come. I think that's the advantage of Nightwatch for us' (Police 3, Site C).

The retail manager also raised the issue of reporting and how incidents are described. For example, they previously logged everything that they saw which raised concern about young people as 'anti-social behaviour' and reported this to the police. Now having had the training they have classified incidents differently and flagged this to the police.

'So by this training me cascading that information to my guys to give them the confidence when speaking with the police controller, because sometimes my guys aren't the most confident, but if I give them that knowledge it enables to make sure it doesn't get hidden. Now they're very strong with the controller because they're saying, "no, this is this". So it helps us massively. It's massively important to give our guys the confidence' (Retail manager 1, Site C).

Different workers representing the Police suggested that Nightwatch complimented their work:

'I think some places unite with Nightwatch because it's raised so many companies' awareness of it, and I think it's sort of given the place eyes and ears everywhere. Because someone's much more likely to commit a crime in front of one of these guys than they are in front of us [police], they're going to take them to different hotels, different establishments, where we would probably never see them, we'd never be there. But what they don't realise is the staff have the awareness now so now they're picking up the phone and they're telling us. It can only be a good thing for us' (Police 3, Site C).

'Yeah. From places that we would never normally get information from people are now coming forward and putting the intelligence in. It's only a positive from our side' (Police 2, Site C).

'Nightwatch are the eyes and ears of everybody on the street. Whereas we record their information, we might use that, then we target that area. So we're using a lot of Nightwatch first to give us that sort of guidance if you like where to go to. We only know what's going on on what we see and what everybody else sees, but invariably if

people don't tell us what they're seeing and hearing. There's a lot more eyes out there in members of the public than there is police, so that's the reason why they're good for us, I think. They feed off each other. No doubt about it, you can't have one without the other' (Police 1, Site C).

This also led to discussion about the challenge regarding the number of people who still need training:

'You've still got a lot of naivety out there, the public do not know about CSE, how it occurs, how to recognise certain signs or how it's even gone on. In fact, if you went to see members of the public and spoke to them they'd be unaware and you'd relate things to them, 'that happened to me', that's potentially CSE. A lot of people don't recognise it; they just think it's a normal thing in society' (Police 1, Site C).

'You've got to educate the people. And that's the problem you're getting, when you think about all the various bed and breakfasts, all the hotels that you've got just in our county, you see how many, you've got to educate all those people. Then you've got the likes of the buses, trains, all these are a small part of what feeds in to a bigger picture, and to educate all of those in two or three years is very difficult. With the best will in the world you can only teach or show or advise people the best way. There's only two people, it's not as if there's an army going out' (Street pastor 1, Site C).

The feedback from NTE workers themselves has been particularly informative. There was little negative feedback from the focus group. A summary of lessons learnt from Site C is provided below.

Positive impacts

On the positive note, NTE workers highlighted the importance of Barnardo's practitioners' knowledge and practical experience of CSE situations and their friendly, non-judgemental, strength-based approach which not does inappropriately blame NTE workers for a lack of understanding of the issues concerned. Practitioners do not suggest NTE have got a problem, they offer awareness and tools just in case concerns about CSE arise.

In addition they offer flexibility in delivering training and awareness resulting in increased reporting from all NTE sectors to inform intelligence gathering.

Challenges identified

The main frustration that was experienced was that the project was very short-term and these NTE workers felt it needed to continue in order to ensure that all NTE workers are aware of CSE and feel confident to report it.

7. Direct Training and Case Study 4

The direct training sessions delivered varied across and within sites as they were tailored to meet the particular audience's needs, which might include time or day, session length and focus. For example, a session delivered to the Ambulance Trust required the practitioner to research what circumstances they might find themselves in with relation to CSE, and what protocols they had in place for reporting any concerns.

Voluntary groups tended to require shorter, one hour sessions, as the trainees were attending on a voluntary basis. Street Pastors required early evening slots before they went to work on the streets: as volunteers many of them already work through the day. Hotels, security, and transport businesses all operated shift patterns so session times varied. The research evaluation team observed a one-hour training session for college students aged 17-18. The Nightwatch practitioner explained that the intention behind the programme delivery was to target students who worked in the local Night Time Economy.

Case Study 4 - Site D: Observation of Training for local college students

Targets

The initial targets for site D included Transport Hubs, Bars & Restaurants and the local football club. Higher Education Facilities had not originally been included within the evaluation but the opportunity to engage with students planning to enter NTE workforce was highlighted as a local partnership opportunity. It was recognised that a helpful mechanism of embedding the significance and importance of safeguarding children into the NTE workforce was to incorporate some awareness raising into qualifying training or student learning experiences.

The session therefore took place within a local higher education establishment and was introduced by the college tutor. It began with a careful introduction, highlighting confidentiality and explaining key terms such as CSE. From their general demeanour and responses to opening introductions, none of the students appeared to have been made aware of the subject matter for the session. The training was delivered in a confident well-paced manner. The Barnardo's project worker was able to hold the student's attention and interacted well with the young people, inviting questions and discussion within the session. A late-comer was incorporated easily into the session with minimal fuss. The other students were invited to explain what the student had missed, which also served as a useful way of recapping on the subject content. A mixture of approaches and materials were used in delivery including: direct presentation, video, question and answers, and discussion. The students were also given opportunities to reflect on the content of the session.

The session content comprised of an introduction to CSE prevention and awareness. An animated video on consent was shown early in the session which engaged the students and a more 'hard hitting' video about CSE was shown later on. This gave rise to interesting discussion and reflections among the students.

As a case study example this session can be viewed on two levels: firstly, in terms of its effectiveness as a single training event; and secondly, as part of a larger programme which is helping to build relationships for further awareness raising with a large local college.

Positive impacts

The training session demonstrated the skills and knowledge of the worker and their ability to engage well with young people and deliver clear messages in a short space of time. It delivered a basic introduction to CSE and prevention and made good use of the time available. The session was part of a wider programme of training and reflects some of the challenges regarding time and preparation of audience, which are discussed later on in this report. At the end of the session the tutor (who had remained present throughout the

session) stated that, although evidently slightly embarrassed at first, the young people had 'got involved and were engaged'.

Student feedback across the programme delivery in the college showed positive responses with a strong awareness of calling 101 to report concerns, remarks included:

'I will be able to speak up more confidently as I understand exactly what needs to be done.' (Student 1, Site D).

'Call 101 if I see people that are in need of help.' (Student 2, Site D).

'Look at what's going on around me.' (Student 3, Site C).

'Call 101 if someone maybe in danger.' (Student 4, Site D).

Challenges identified

The main challenge was that messages about the NTE were implicit in some of the video material but there was little time to develop these messages in the discussion with the students due to the short amount of time available.

A secondary challenge was in providing the scope for students to express their fears about their limited or developing awareness of CSE, addressing what this might mean to them on a personal or professional level. Incorporating time for this staff development component into elementary child protection training in general, and CSE training in particular, becomes a challenge for both the training providers (CSE experts) and the college institution running NTE course delivery.

These challenges were outweighed by the increased learning curve achieved by the students. The competence of the CSE trainers was demonstrated through their ability to convey simple messages about the forms and nature of CSE, engaging NTE staff to take their own role in identifying and preventing CSE.

8. The views and experiences of practitioners

Barnardo's practitioners who were recruited for Nightwatch represented a variety of different professional backgrounds and experience. In order to raise awareness of CSE among NTE workers and organisations, practitioners need to have a sound understanding of child sexual exploitation, how it can be defined, questions about the numbers of children and young people affected, the risk factors for children and young people, and how to prevent CSE and support young people and children who are affected by CSE.

Practitioners attending roundtable events were asked to complete a questionnaire about their previous experience (see methodology, section 2). Findings revealed that experience of previous CSE work ranged from no experience at all, to 20 years' experience. Four respondents had previous experience of working in the NTE through having undertaken outreach or community work in previous roles. Those practitioners who had not previously worked in Barnardo's or CSE related fields, gained knowledge of the topic by talking to existing Barnardo's workers, CSE service staff and by reading relevant CSE literature, policy documents and news articles. Some workers had existing experience in attending or delivering CSE training which they found to be useful.

At the final roundtable event practitioners were asked to suggest necessary training requirements for workers wanting to deliver this project in the future. They identified the following need to promote opportunities for staff to:

- develop a good knowledge of multi-agency working.
- deliver CSE training and building up confidence in facilitating and sharing knowledge and experience of CSE, as this has a positive impact on trainees.
- attend the 'train the trainer course', ideally to be completed by all practitioners.
- undertake mapping and analysis of local NTE networks and organisations in the local area.

They were also asked to report on approaches that worked well and any challenges they had experienced. These findings, together with practitioner interviews have informed the next section of the report.

Approaches that were considered to work well

Building relationships and working in partnership – Building relationships with a range of partners such as local authorities, police, social care, as well as businesses and local organisations was viewed as a crucial part of the Nightwatch work - it raised awareness of the work and facilitated take-up of training. Existing relationships and networks helped to establish targets to work to and assisted in reaching out to relevant NTE sectors. Existing networks with these partners also facilitated take-up in training.

A localised and flexible approach – Workers felt it was important to get to know their local area and gather information about CSE. Workers gathered intelligence through contacts with the police and the LSCB, Barnardo's own data and outreach work. Consequently, there was some change to the original targets and as the project evolved it became more organic, less target driven and simply reached out and responded to diverse interested NTE parties. This included large and small private sector organisations.

Barnardo's (2011) developed a model of engaging with young people at risk or affected by CSE. They are described as the four A's:

- Access
- Attention
- Assertive outreach
- Advocacy for young people.

Similar characteristics were observed in approaches to engaging and supporting NTE.

Access and Attention

Some practitioners were working strategically to gain access to NTE workers and to get their attention. Meetings with heads of services, local authorities, police and LSCB's, private sector organisations and businesses were set up to raise awareness of the work and target NTE training. Other practitioners worked at grassroots level using outreach techniques to reach those working in the community, such as small businesses. Some sites used both approaches.

It was noted that statutory and non-statutory agencies working together was a highly effective way of working, enabling practitioners to gain access to CSE cases in certain settings. Examples included strong relationships with the police and with licensing authorities.

'Partnership with the police has opened up access. The police 'have been supportive and helped us get through the door' (Retail manager, Site C)

Engagement with different sectors varied across sites. For example, in one area meetings were held every week with the police who informed the team about CSE areas of concern and the team were able to share their knowledge about those areas. This intelligence sharing informed decisions about who needed to be trained in CSE. Conversely, in another site the police had their own CSE unit and were very 'detached' from the Nightwatch project. This highlights the importance of 'joined up' localised approaches rather than a single generalised method of CSE raising awareness.

Assertive outreach

Practitioners at both roundtable events spoke of the need for a persistent approach in gaining 'buy-in' from some NTE sectors. One practitioner said:

'You have got to keep going and keep going. Some organisations remain negative about child protection, don't want to get involved, just keep chipping away.'
(Practitioner 1).

In several areas Nightwatch practitioners embedded their CSE delivery within existing annual training and used existing contacts to raise awareness of the work. Practitioners contacted organisations via email, telephone, meetings, conferences and outreach. Strong relational and communication skills were integral to effective working as well as the ability to be assertive:

'You're a relationships manager.' (Police 1, Site C).

One practitioner referred positively to the opportunity to become 'embedded' in the regular training cycle of organisations:

'Once you're in there and part of the furniture you're difficult to get rid of.'
(Roundtable Group, Practitioner 1).

Advocacy and information

'Safeguarding' and 'ethical' considerations are an important element of delivering CSE training, both in terms of preparing for delivering the training and in terms of the training content. Practitioners reported that many NTE workers' understandings of CSE, and the related questions about 'consent' to sexual activity, were often low. Training NTE workers was therefore very different from training those who are working in children's services who may have a stronger understanding of child protection and related CSE issues. Delivery of information related to understanding what CSE is, and how it might impact on understandings of 'consent' to sexual activity, was important and required careful incorporation into the planning and delivery of CSE training for NTE workers.

There was evidence that some NTE workers arrived at training sessions without knowing about the content, despite practitioners asking managers to brief staff in advance. Practitioners reported that several people became upset and made disclosures as a result of the training; this highlighted a need for more training for Barnardo's staff with less experience of CSE in dealing with disclosures. Consequently, the Nightwatch project manager organised additional training for some practitioners in dealing with disclosures. One service set up a 10-15 minute debrief for all NTE attendees of training – workers were then given a short period of 'time-out', which allowed them to make an informed decision about attending the training.

The CSE message is clearly of central importance but care is also needed in the way this message is delivered. At the outset of the project, some audiences felt 'targeted': they felt they were attending training because they had a CSE issue in their area. For example, taxi-drivers in one site reported how unhappy they were with the fact that they felt CSE was seen as an 'Asian taxi driver issue'. However, these situations were overcome by developing approaches which were focused on strengths and empowering NTE workers, rather than

stigmatising them. For example, in the case study 2 area - taxi drivers were informed that the knowledge they would gain from the training would help them pay attention to important safeguarding details, which adds to their skill set and professional development.

Practitioners also spoke of the need to be selective about training content especially when it could not be delivered in its entirety because just half an hour was available, so they planned key messages.

'Rather than bombarding people – it is about what do they need to know, what is it for?' (Practitioner 2).

'I cannot go in takeaways and taxi ranks with a Power Point so flexibility is really important. Yesterday we went into a bowling alley and we spoke to the staff and talking to them about the basic signs, giving them all the information ...which we would do in a training session. My colleague spotted two of her high risk clients' (Practitioner 1).

Practitioners emphasised that the core message is CSE but they delivered it in a practical manner with methods which would have the biggest impact. Short training is popular but the challenge is to be able to cover everything. This discussion revealed how the experience and knowledge of practitioners informed the training – they drew on different resources depending on the agenda of the NTE workers they were training and practitioners used local examples of CSE and activities that engaged the audience, such as films.

Flexibility of training provided – Although practitioners were initially trained to deliver a full-day course they adapted the length and content of this package depending on their audience and needs. Two individuals spoke about undertaking outreach and delivering guidance in very short spaces of time (in 5-6 minutes) whilst they had the attention of those at work. Most spoke about the need to adopt a flexible approach in terms of working hours.

Examples included identifying whole staff training events to attend, and delivering shorter sessions at different times to fit in with the working hours of NTE workers, which are often anti-social.

Challenges identified

Time - The reality of implementing a 12-month project presents practical difficulties which include recruitment and training of staff. Practitioners recommended that a two-month lead in to a 12-month project would have brought significant advantages, allowing staff, guidance and resources to be ready from the start. For example, definitions of training, guidance and community awareness were not available from the outset. One of the consequences of this was a lack of clarity among practitioners about how certain types of delivery should be recorded. At the practitioner roundtable meeting in December 2015 it became apparent that there was some cross-over between categories, especially between guidance and community awareness. For example, while some practitioners might record an event delivered to university students as 'guidance', others recorded it as a 'community awareness event'. Following the roundtable discussion guidance was circulated by the project lead in January 2016, and the data was cleaned and managed centrally by Barnardo's.

Organisational buy-in. All practitioners interviewed reported mixed uptake from the organisations they approached. Some experienced slow responses to emails and calls and found that they needed to be very persistent to reach the right person in the organisation - this 'chasing' is time intensive. Some sectors have not seen the relevance of the training and time to release staff can be a challenge.

9. Conclusion and Recommendations

The aim of Nightwatch was to safeguard children and young people from CSE by increasing awareness of CSE among businesses and services working in the NTE; by developing strategies, in co-production with these businesses and others, to identify and protect children at risk at night; and by intervening early by providing advice, support, training and guidance. Positive evidence from the case studies in this report demonstrate the overall effectiveness of the Nightwatch initiative. These are demonstrated through the aims and objectives of Nightwatch being exceeded:

- 6553 NTE workers from the public and voluntary sector have received awareness training (target 3300).
- 6040 NTE workers from the private sector have received guidance on identifying and reporting CSE (target 5500). 4377 of those received additional full direct training sessions.
- 94 community awareness events were held with 5441 meaningful engagements (target 66 with 1980 meaningful engagements).

Evidence based on interviews with practitioners, stake holders and NTE workers highlighted the need for this awareness work to continue to ensure that existing and future NTE workers are aware of CSE and feel confident to report it.

The feedback from NTE workers themselves has been particularly informative within this project. There was very little negative feedback across sites, other than the need for work to continue beyond the 12-month project phase. Interviews with Barnardo's project practitioners highlighted enthusiasm and commitment to the project. Interviews also revealed that it is important to prepare those delivering awareness raising for the possibility of participants' disclosures of abuse, exploitation or violence that they have experienced and to be aware of local services that can provide follow up support if such disclosures occur.

Future community awareness raising strategies can be informed by Nightwatch. Where possible, the Nightwatch training should be extended and replicated. The evaluation identified the following key conditions which were considered by NTE workers and practitioners to be effective in increasing NTE workers' ability, confidence and awareness in identifying and reporting CSE:

- **Localised approaches** have been shown to be important and effective in training delivery and increasing awareness of CSE. Practitioners gathered local intelligence and connected with managers and grassroots level workers to deliver training and raise awareness among the public and private sector in appropriate ways. The knowledge and experience of Nightwatch practitioners and localised examples of CSE were appreciated by audiences.
- **Flexibility in training delivery and awareness raising strategies** - Practitioners emphasised that while the core message focused on CSE, they deliver it in a practical manner with methods which have biggest impact. Practitioners gained access to NTE through strategic and grassroots networks; many undertook outreach to raise awareness of the project and offer advice, support, training and guidance.

- **A friendly, non-judgemental, strength-based approach which not does blame** - Nightwatch has engaged well with, and received respect and trust from NTE workers. Adopting a friendly, non-judgemental, strength-based approach results in 'buy-in' from NTE staff and supports a joint approach in tackling CSE.
- **Building relationships and working in partnership to ensure a joint approach to tackling CSE** - Multi-agency working and information sharing are essential ingredients in order to raise awareness effectively to NTE audiences. This ensures that NTE workers feel more confident to report suspected incidents of CSE and that there are clear information sharing pathways. Ultimately, if the work is underpinned by positive relationships and engagement directly with NTE workers, their understanding of potentially dangerous situations increases. They become more empowered to keep children and young people safe.
- **Maintaining Sensitivity** - CSE awareness raising is of central importance in improving NTE workers' commitment to preventing CSE. Practitioners showed great care in the way awareness raising was undertaken. NTE audiences have varying degrees of understanding regarding CSE. Barnardo's practitioners prepared audiences for the subject.
- **Disclosures** - Practitioners themselves need support for unexpected disclosures from NTE workers. Ensuring workers are aware of appropriate support structures is an important point worthy of future consideration in the delivery of awareness raising.
- **Capacity of Outreach staff** - Outreach staff need to be able to respond to the changing needs of NTE staffing and to the changing profile of the nature and form of CSE within different localities. Outreach and training staff need to have the capacity to deliver relatively short information sessions containing succinct messages as well as provide clear referral and information sharing pathways.
- **A strategic approach** - The development of strategic approaches explored as part of this Nightwatch project, such as
 - embedding training in NTE workers annual training
 - developing outreach approaches to engage with NTE workers in order to raise awareness of the local prevalence of CSE and involve them in the wider role of community safeguarding of children and young people.
- **Staffing in the Night time economy** - NTE staffing is very changeable and fluid so where possible the offer of training needs to continue to be available and sustainability of this programme maximised.
- **Time** - on the project was short and developing relationships and embedding awareness raising approaches within NTE sectors requires a long-term approach. NTE workers and practitioners stressed the on-going need for this work and the value of raising awareness in communities.

Nightwatch was described by a police officer as the '*eyes and ears of everybody on the street*' (Police 1, Site C). The legacy of Nightwatch is that it has brought attention to the ways in which awareness can be raised sensitively among NTE workers and offered a process and the necessary materials and resources to do so.

Importantly, analysis from previous research which evaluated wider community awareness raising (E.g. Barnardo's Families and Communities Against Child Sexual Exploitation programme) confirmed that the same factors promote effective community awareness raising. Barnardo's existing geographic footprint and service base throughout England, its

staff, management, and thematic capacity enabled it to operationalize and deliver such an innovative and complex project in a relatively short period of time.

Barnardo's is currently formulating a plan for the sustainability of Nightwatch. This is likely to include:

- Exploring funding opportunities to continue Nightwatch in the areas of implementation as well as others.
- Promotion of online training resource specifically for Taxi Drivers.
- Training being resourced through Barnardo's Training and Consultancy to Local Authorities, businesses and interested parties.

References

Barnardo's (2011) Puppet on a String the urgent need to cut children free from sexual exploitation, Basingstoke: Barnardo's.

Bostock, L. (2014) Effective approaches to community awareness raising of child sexual exploitation: a review of the literature on raising awareness of sensitive social issues Social Care Research Associates.

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Appendix 1: Detailed breakdown of the NTE sectors and numbers receiving training.

Night Time Economy Sector	Sum of Number of delegates (This includes all recipients of advice, support, training, guidance and engagement)
Accommodation/hotels/B&B	788
Community Group	2166
Convenience Store / Petrol Station	41
Fast Food / Eatery	142
Gambling Premises	8
Leisure Centre / Area	107
Licensed Premises	686
Private sector - Mixed audience	831
Public and Voluntary Sector – Mixed Audience	4935
Public Transport	188
Security	358
Shisha bars	4
Higher education sector	3032
Taxi	3401
Other	257
Total Nightwatch Participants	16,944

Appendix 2

Questionnaire / Questions.

Questions used with stakeholders and focus group, these questions were also sent to a number of NTE workers who completed the training [where no focus group was possible].

Name:

Date:

Contact details:

Organisation: Consent emailed: Yes Consent returned: Yes/No

1. Can you describe your role and your organisations involvement in the Nightwatch work?
2. Can you tell us about any previous experience of/relationships with the existing Barnardo's service?
3. What is your understanding of the Nightwatch model?
4. What do you see as the overall aims of Nightwatch
5. What is distinctive about the Nightwatch model? What does it offer that existing services do not?
6. Does Nightwatch provision overlap with any other services/training you are aware of? (delete as applicable) If yes, please specify which services and how it overlaps?
7. Does Nightwatch support local understanding and awareness of CSE ? If yes – in what way? If no- why not?
8. Can you comment on increased confidence or ability in reporting of CSE as a result of the Nightwatch training? We are particularly interested in evidence of increased <i>ability, confidence and awareness in identifying and reporting CSE locally?</i>

• **Ability of staff/ organisation -**

• **Confidence -**

• **Awareness -**

9. Has Nightwatch changed any aspect of the organisation's practice? E.g. has any learning from Nightwatch been embedded in local policy and practice?)

10. What is the legacy of Nightwatch in your area – will any of the work be continued in any form?

11. Can you say something about what you think works well and not so well about the Nightwatch project?

THANK YOU for completing this evaluation. If you have any queries or would like a copy of the evaluation report please do contact me on the email below.

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