



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

Workforce Development Team
May 2023

 SDF
Scottish Drugs
Forum

Funded by



Glasgow HSCP Alcohol
& Drug Recovery
Services

Summary

1020 people
in Glasgow City attended a training course

Drug Awareness - 332 participants

Alcohol Awareness - 322 participants

Full Day Drug Specific & Polysubstance use courses - 145 participants

Multiple Risk - 96 participants

Stigma/Trauma - 60 participants

Drugs & Mental Health - 45 participants

CRAFFT - 20 participants



87
Courses were held

"A brilliant training session for the team which has been really beneficial for our practice and has got everyone thinking more deeply about how we can all positively impact young people". - Multiple Risk Course

Background

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

The outline of the requirements was as follows:

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

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

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

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

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

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

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

Contract Delivery

Course development and delivery

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

A blended learning approach was required in the delivery of the courses, in line with evolving COVID-19 restrictions and guidance. This included options for face to face and online/remote training sessions, and the use of eLearning as pre- course learning. All inputs include evidence-based information and harm reduction approaches in line with current policy.

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

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

Going forward into year 2, as COVID 19 restrictions and guidance changed, saw an increase of organisations request face to face in-house training delivery. SDF were keen to enable a greater range of services and staff to attend and ensured a mix of face-to-face delivery and MS Teams delivery was available.

“Using the knowledge, I’ve gained to help service users come up with coping techniques as I know have a better understanding on how/why people use drugs.” - Drug Awareness Course



Year 1 - CRAFFT (Screening and Brief Interventions for Young People’s Substance Use)

SDF trainers worked collaboratively with GGC Health Improvement Team to adapt the 4-day CRAFFT training programme to be delivered online. Participants were recruited from youth work settings and completed generic drug and alcohol sessions followed by more specific application of the CRAFFT brief intervention tool and awareness of the guidance document.

Collaborative work with Health Improvement was undertaken over the course of the year via a series of online sessions after initial attendance at the CRAFFT steering group.

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

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

Year 2 - CRAFFT

Easing of Covid restrictions offered the opportunity to deliver CRAFFT training face to face. A number of participants commented on their preference for this delivery method as it enhanced the quality of the interactive discussions and aided in the skills-based components of the training. The course was developed to be offered over the course of a day to participants who had undertaken alcohol and drugs awareness courses. The first couple of courses had low participation with the final course coming closer to expectation. Evaluation was positive but there were ongoing issues with the practical aspects of using the CRAFFT App.

“The training day was very informative, and both the trainers had lots of knowledge and made it very enjoyable to learn.”

Training calendar

SDF’s focus, in line with the contract was to ensure training was accessible to as wide a range of staff as possible. By working together staff from both SDF and the Health and Social Care Partnership developed a database of contacts and engaged in a multi-media marketing campaign.

A regular flyer was produced and distributed via email to both SDF and GGC HSCP databases to maximise attendance. Promotion was also undertaken on social media.

Who we have trained – course breakdown

A collaborative approach to marketing the training with the HSPC communications team has widened the range of professionals attending the training. This approach saw an uptake of over 1300 people book onto the courses. This indicates the demand for the training and the right courses being offered.



“I will be more confident in discussing risk and harm reduction with young people.” - Multiple Risk Course

Year 1 - Course roll out started in June 2021.

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

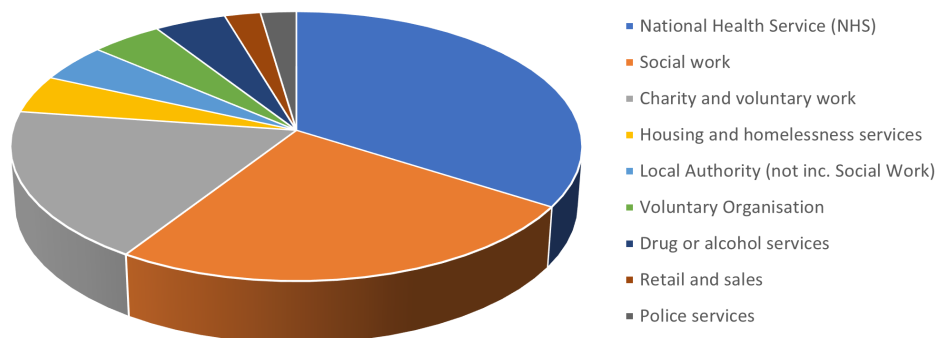
Year 2 - April 2022 – March 2023

Course	Expected Figures	Actual Figures	Participant numbers booking onto courses
Alcohol Awareness	30 courses – 360 participants	30 courses – 322 participants	427 participants
Drug Awareness	30 courses – 360 participants	30 courses – 332 participants	433 participants
Full Day Drug Specific & Polysubstance use courses	12 courses – 144 participants	13 courses – 145 participants	148 participants
Multiple Risk	10 courses – 120 participants	10 courses – 96 participants	147 participants
Stigma/Trauma	6 courses – 72 participants	7 courses – 60 participants	76 participants
Drugs & Mental Health	4 courses – 48 participants	4 courses – 45 participants	54 participants
CRAFFT	3 courses – 36 participants	3 course – 20 participants	33 participants

Range of participants

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

Graph below shows the sector participants worked.



"I am better equipped now to have conversations around alcohol use and have more knowledge about the effects of alcohol and its relative strength. I also better understand some of the reasons people drink alcohol and the options open to people in terms of recovery. A very useful course well delivered by both trainers."
- Alcohol Awareness Course

Who we have trained – Equalities Analysis 2021 - 2023

Due to the change from collecting this information in person on paper to online, a system was developed which delayed the collection of information. To date 576 individuals have completed the online form. Please see appendix i for full report.



"Both team members were excellent and got the whole group engaged in the subject. Space was judgment free and was easy to ask harder questions."
- Drug Awareness Course

Evaluations

Evaluations of the training are sent out electronically at the end of the day through our online system. These cover a variety of aspects and have been based on the questionnaires which have been used by SDF for many years. Year 2 saw the development of capturing the evaluations using a QR code linked to Microsoft Forms. This meant a more immediate way to capture evaluations at the end of training and resulted in an increased response rate. (A copy of the questionnaire can be viewed appendix ii)

The feedback has been extremely positive with some key findings:

The vast majority found that the course content met their expectations (98%), that the course was relevant to their role (97%) and that it was pitched at an appropriate level (97%).

97% said that they would make changes to their practice following the training.

98% rated the course organisation, subject knowledge and flexibility of the trainer as 'Good' or 'Very Good'.

Evaluation Comments from participants

Drug Awareness

"I have started really focusing more on the why my young people are using cannabis and not just taking it for granted that it's just something they do if that makes sense. From that, I'm going through the cannabis harm reduction information you provided on the training, and it has started good positive conversations around their cannabis use and how they can look to cut down on their use without feeling like you're patronising them."

"Better understanding of the issues involved and as a consequence more empathy for anyone in the situation."

"Have a further understanding of the effects of different drugs and how they can affect people, especially those with substance misuse encountered in the ambulance setting."

Trauma

"I just have a better understanding of working with people with trauma and know when to take self-care."

"Training was done to a very good standard & everyone within the team appeared to be really engaged."

Alcohol

“Approaching conversations around alcohol with confidence to be able to support whatever the answer may be. Insight into reasons and using this to inform various supports.”

“Being able to spot issues that alcohol might have on my vulnerable tenants and find ways to be able to talk and offer advice.”

“Really enjoyed this course and will be booking on to further courses available, trainers were excellent and worked well together to provide a in depth learning experience.”

Multiple Risk

“Increased awareness of issues that young people may be facing. Confidence to begin difficult conversations.”

“The session was well suited to the group with regular breaks and interactive learning style.”

“I really enjoyed the session and particularly all the discussions. It felt that the facilitators genuinely listened and appreciated the participation of the group. They had a wealth of knowledge and experience to share too. I feel that we had a great mix of professionals in the group.”

CRAFFT

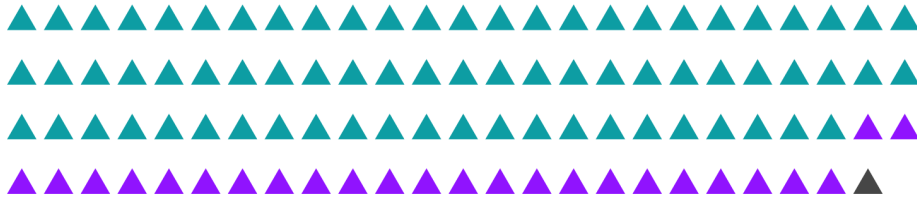
“Using the CRAFFT Tool to support conversations about drug and alcohol use.”

“The opportunity to network and listen to best practise from others was brilliant.”

“I deliver groups virtually and it can be hard to hold the participants attention and also promote engagement - I think both of the facilitators were really good at this. They held my attention and clearly know their stuff. Really good training with some good discussion.”

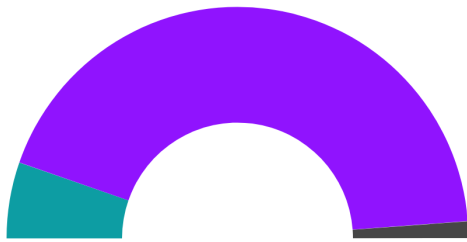
Appendix I: Equalities Report

What is your sex?



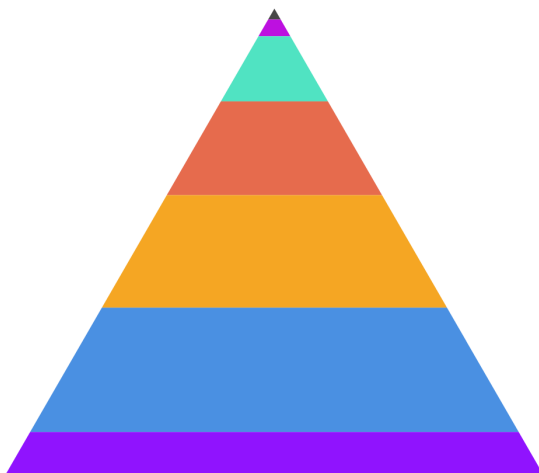
Female (72.9%) Male (25.42%) Other (0.21%) Prefer not to answer (1.47%)

Is your current gender different to your gender at birth?



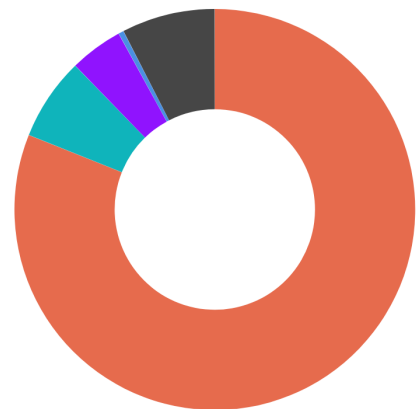
Yes (10.66%) No (86.99%)
Prefer not to answer (2.35%)

Age Group



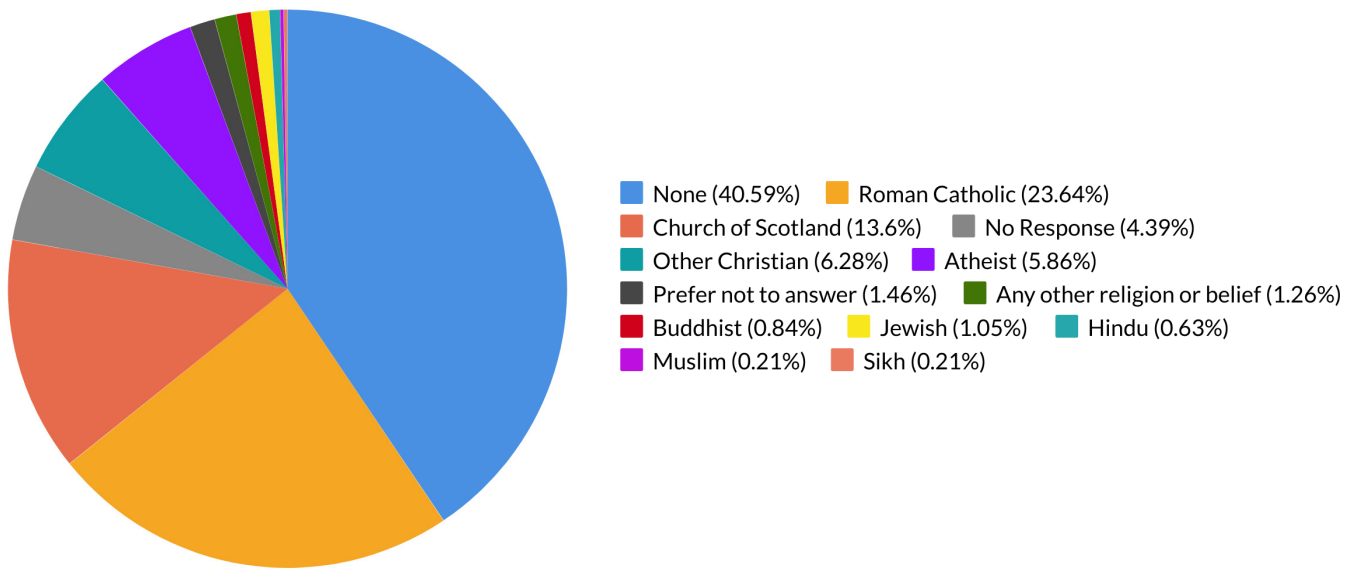
16-24 (9.11%) 25-34 (26.69%) 35-44 (24.15%)
45-54 (20.13%) 54-65 (13.98%) 65-74 (3.6%)
No response (2.33%)

Sexual Identity

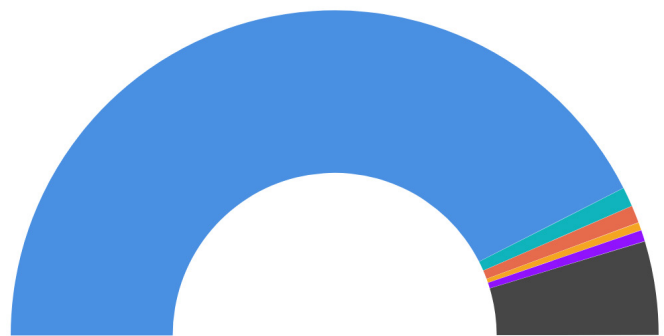
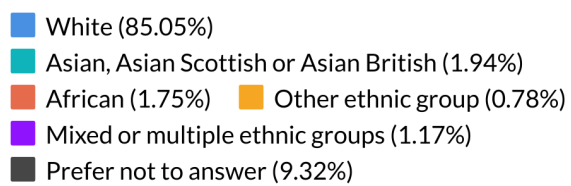


Heterosexual/Straight (81.08%)
Gay or Lesbian (6.67%) Bisexual (4.3%)
Other (0.43%) Prefer not to answer (7.53%)

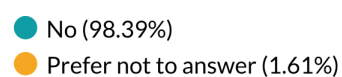
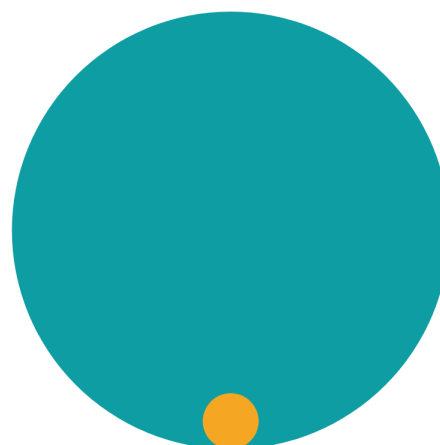
Religion/Religious Belief



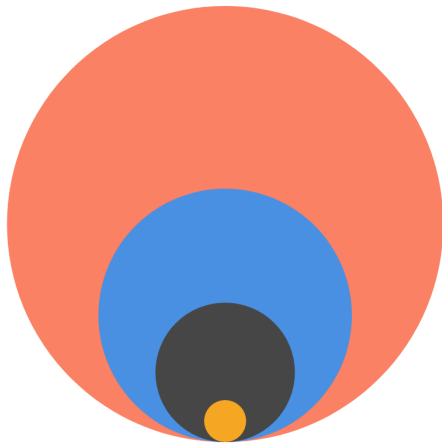
Ethnicity



Do you need an interpreter or other communication support?

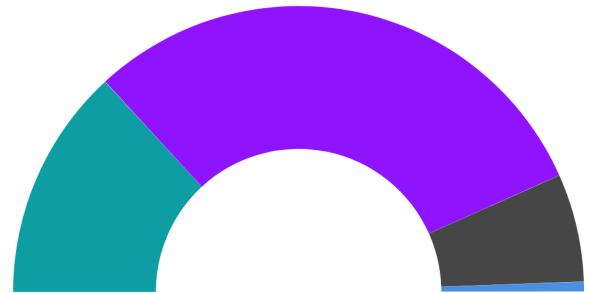


Do you have a physical or mental health illness lasting, or expected to last more than 12 months?



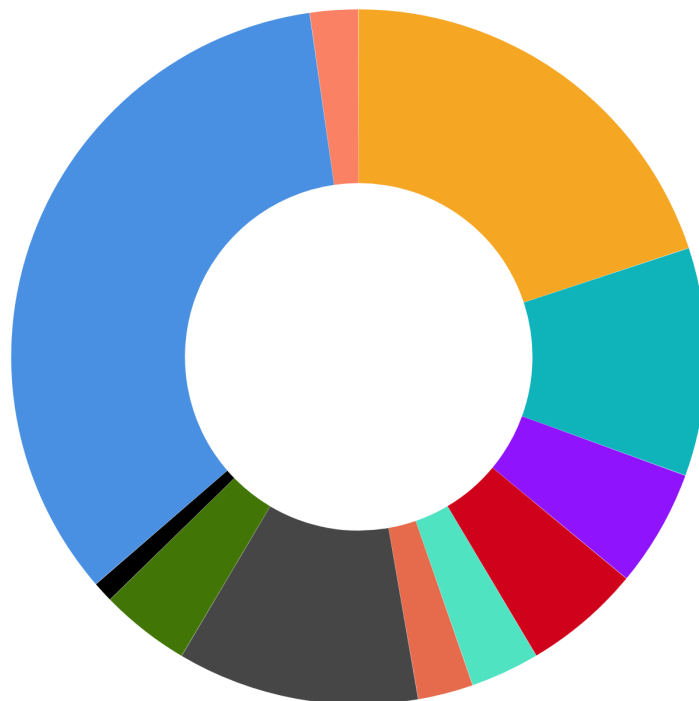
- No (69.02%)
- Yes (23.29%)
- Prefer not to answer (7.05%)
- Don't know (0.64%)

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



- Yes, a little (26.3%)
- No, not at all (60.37%)
- Prefer not to answer (12.22%)
- Yes, a lot (1.11%)

How does this condition or illness affect you?



- Mental Health (19.94%)
- A long term illness (10.61%)
- Memory (5.47%)
- Stamina, breathing or fatigue (5.47%)
- Learning, understanding or concentrating (3.22%)
- Dexterity (2.57%)
- Prefer not to answer (11.25%)
- Mobility (4.18%)
- Other (0.96%)
- None of the above (34.08%)
- Socially or behaviourally (2.25%)

Appendix II: Training Evaluation

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

Please take a moment to complete this short online evaluation.

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

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

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

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

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

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

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

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

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

Please rate the following:

Organisation of Training

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

Time Keeping

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

Clarity

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

Subject Knowledge

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

Flexibility to the requirement of the group

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

Any further comments



Scottish Drugs Forum

91 Mitchell Street, Glasgow, G1 3LN

t: 0141 221 1175

f: 0141 248 6414

e: enquiries@sdf.org.uk

- [@SDFnews](#)
- facebook.com/scottishdrugsforum
- youtube.com/scottishdrugsforum

www.sdf.org.uk