

## In-House Training

*Putting safeguarding at the heart of Heart of Glass*



Mark Storer's Baa Baa Baric: Have You Any Pull? | Credit: Stephen King, 2017

As a St Helens, Merseyside-based collaborative and social arts agency, Heart of Glass believe art has the power to bring people together and create real change for their community and beyond. Part of Arts Council England's National Portfolio since 2018, Heart of Glass build relationships with a wide range of individuals and groups, from children and young people, families and older people to disability groups, asylum seekers, refugees and community groups.

Heart of Glass has grown rapidly since joining the ACE National Portfolio, recruiting over half of its workforce (14 core members of staff, a range of freelance artists and producers and a small, dedicated team of volunteers) during the last 18 months. As a result, the organisation identified in-house training as the best option for ensuring the whole team received training in safeguarding best practice for children, young people and adults at risk with the added benefit of enabling staff to share their individual concerns and challenges and gain advice on bespoke issues from the trainer. Heart of Glass's Head of Finance and Operations Lindsey West shares their experience of Artswork Professional Development in-house training.

## How did you work with Artswork to achieve your goals?

“The process of working with Artswork has been brilliant, from the moment we enquired to the completion of our training. Everything was booked through Rachel Hall, Programme Manager, who discussed our initial needs and desired outcomes. Once Rachel knew what we were trying to achieve she introduced us to trainer, Lesley Wood, who has an incredible work history that aligns well with our practice.

Prior to the training further discussions took place with Lesley who was able to shape the training days to ensure that while we were fully trained on the legal aspects of safeguarding, we were also able to shape the content so that it was most relevant to us and our practice. During the day, Lesley facilitated our team conversations and gave insightful input into how we turn this new knowledge into practice.”

## What was the main benefit of this training?

“Above all else the two days that we spent with Lesley really brought to the fore our passion as a team to put the safeguarding and well-being of our community groups and wider workforce into the heart of our work.

Our practice varies so much in terms of styles of working, groups that we work with, and locations in which we deliver our work that our safeguarding policies and procedures need to encompass a multitude of scenarios. The training has increased the whole team’s confidence in risk assessing for safeguarding and allowed us to consider how we effectively work with partners to ensure that all children, young people and adults at risk are kept safe while working with us.”

## How did this training make a difference to your organisation?

“The impact of the training days has been fantastic. Momentum continues to grow to embed our learning across all aspects of our organisation including; safer recruiting practices; the responsibilities of the Designated Safeguarding Lead; the role of the board; developing partnership agreements; how projects are devised and risk assessed; and how safeguarding is discussed with the individuals and groups that we work with.

Following the training, we have established a Safeguarding Working Group, consisting of staff from across the organisation, who will continue to drive change forward and ensure we are delivering safeguarding best practice for those that we work with.”



*Lesley's approach was professional, but accessible in both her training style and information sharing. She really understood the complex safeguarding issues we are often presented with. The sessions have made us consider project planning with fresh eyes and we have already set up a working group to action the practical steps we uncovered through the training. Would highly recommend for any arts organisations working with young people and adults*

- Lindsey West, Head of Finance and Operations, Heart of Glass