

Positive behaviour support (PBS) training in adult social care

Results from survey summer/autumn 2018

Introduction

Skills for Care conducted this research in summer/autumn 2018 to learn more about current PBS training and learning provision in the adult social care sector, and to explore how we can increase the quantity of good provision.

The aims of the survey were to:

- establish some baselines around current provision of PBS training and learning
- identify some provision that could be funded by Skills for Care
- shape longer term developments around funding and improving the quantity of good quality PBS learning.

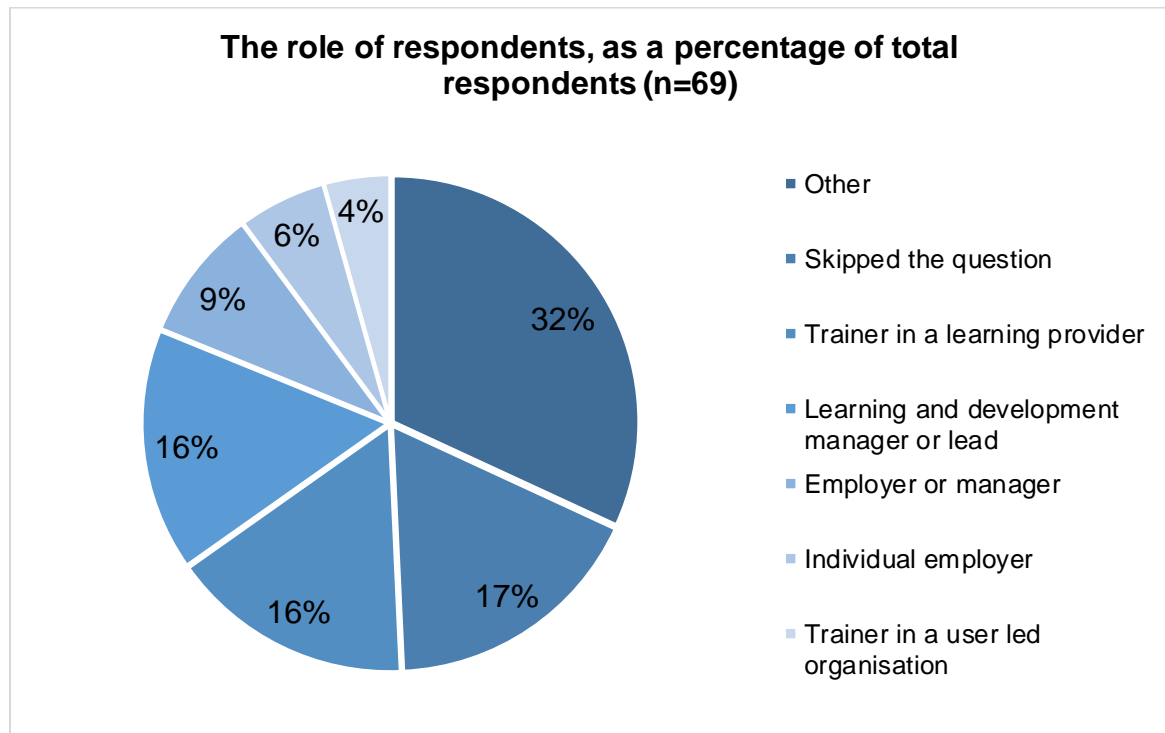
The survey will inform the development of a peer review process for PBS training, which we'll pilot with learning providers in 2019-20.

Respondents

We circulated the survey to relevant learning providers through our newsletter to endorsed learning providers and through the PBS Academy and Alliance. 69 people answered part or all of the survey.

Role of respondents

We asked respondents to describe their role. Here's a breakdown of their answers.

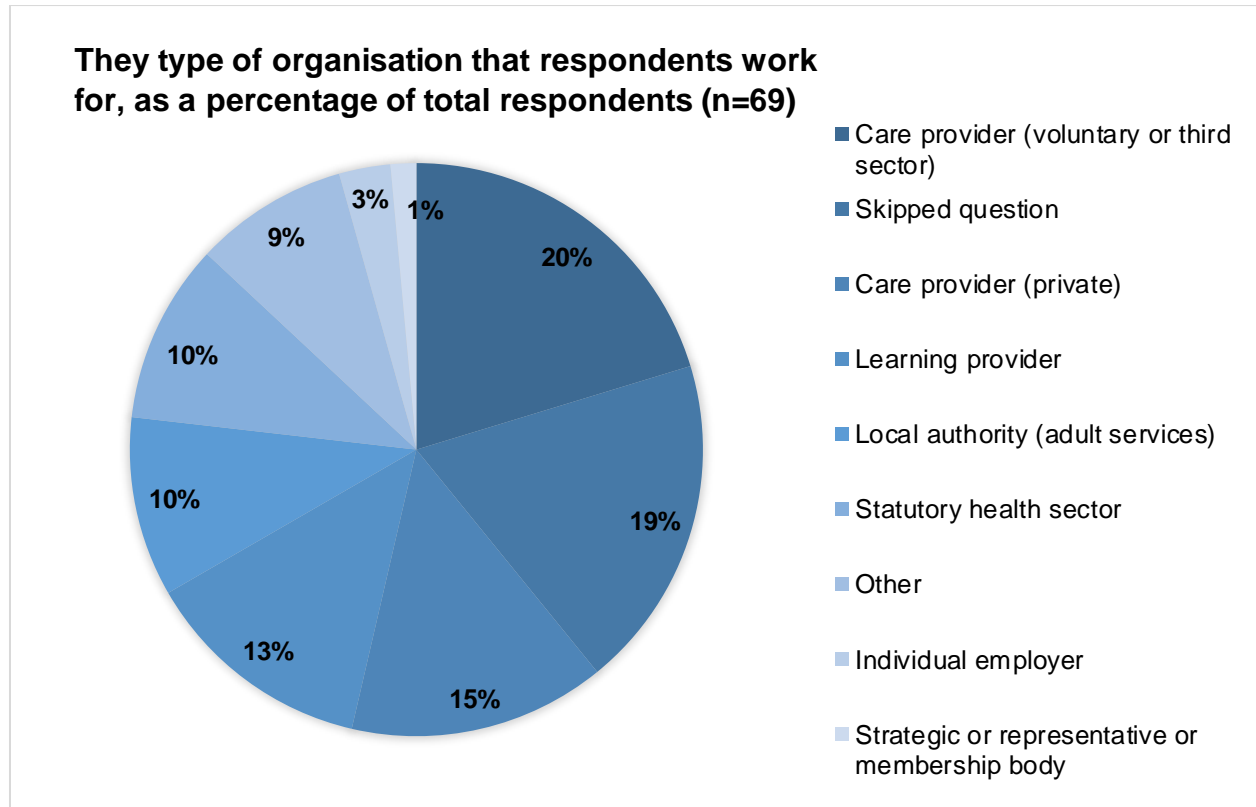


In the 'other' category, here are some of the roles that people said:

- clinical lead
- PBS workforce development manager
- charity offering training
- clinician in a NHS community treatment team
- PBS consultant
- PBS lead nurse
- consultant in an independent provider of training and consultancy
- NHS practitioner/clinician who delivers training
- behaviour consultant/ practitioner/analyst
- trainer in the NHS
- ABA consultant in a behaviourally based care provider
- academic
- development manager.

Type of organisation

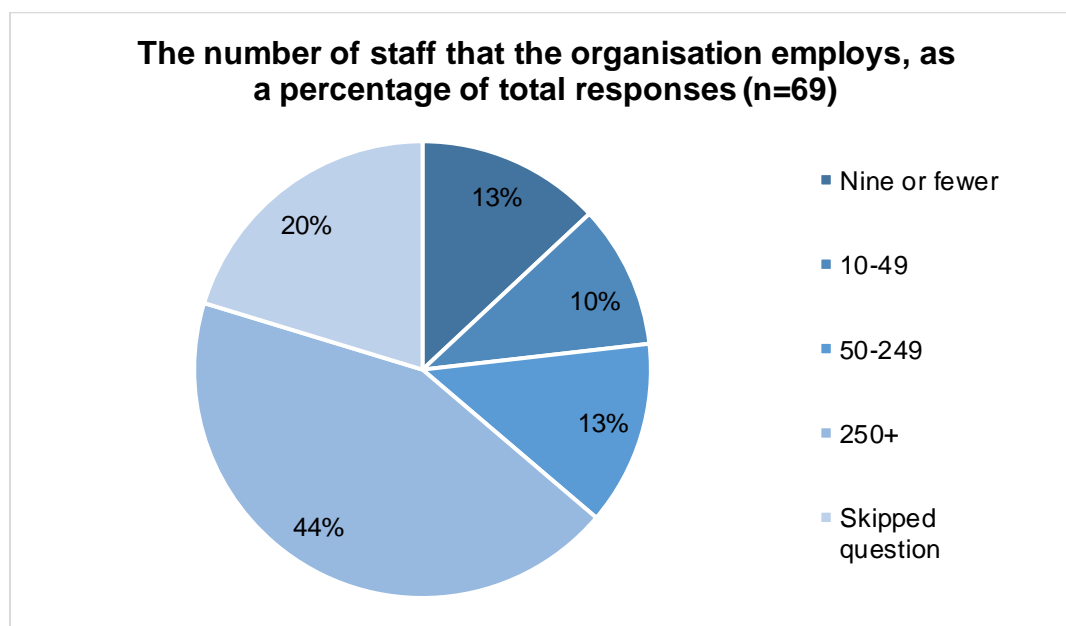
The respondents were from a range of organisations.



Some people added an additional comment to this question. Their answers included high security hospital, adult community healthcare, mental health child and adult, personal budget holder for son, family carer, co-trainer, charity, community interest company, independent provider of training and consultancy, and university.

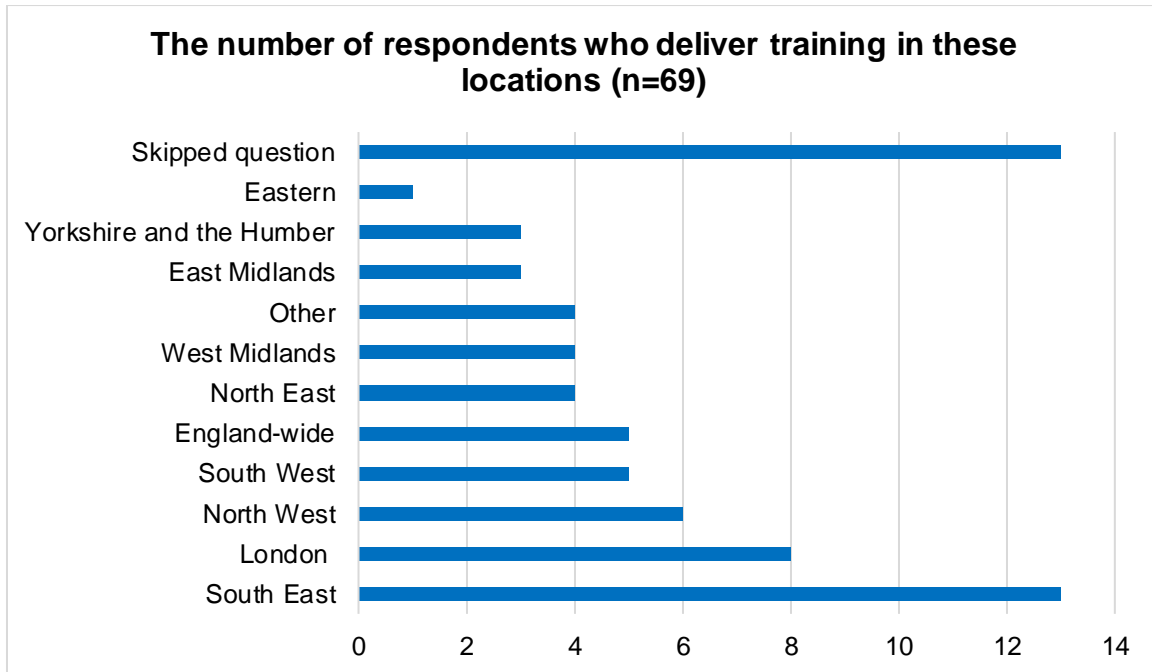
Number of employees in organisation

We asked respondents how many staff their organisation employed. Over 40% of respondents worked in organisations that employed more than 250 staff.



Location of training

We received responses from services who delivered training across the country.

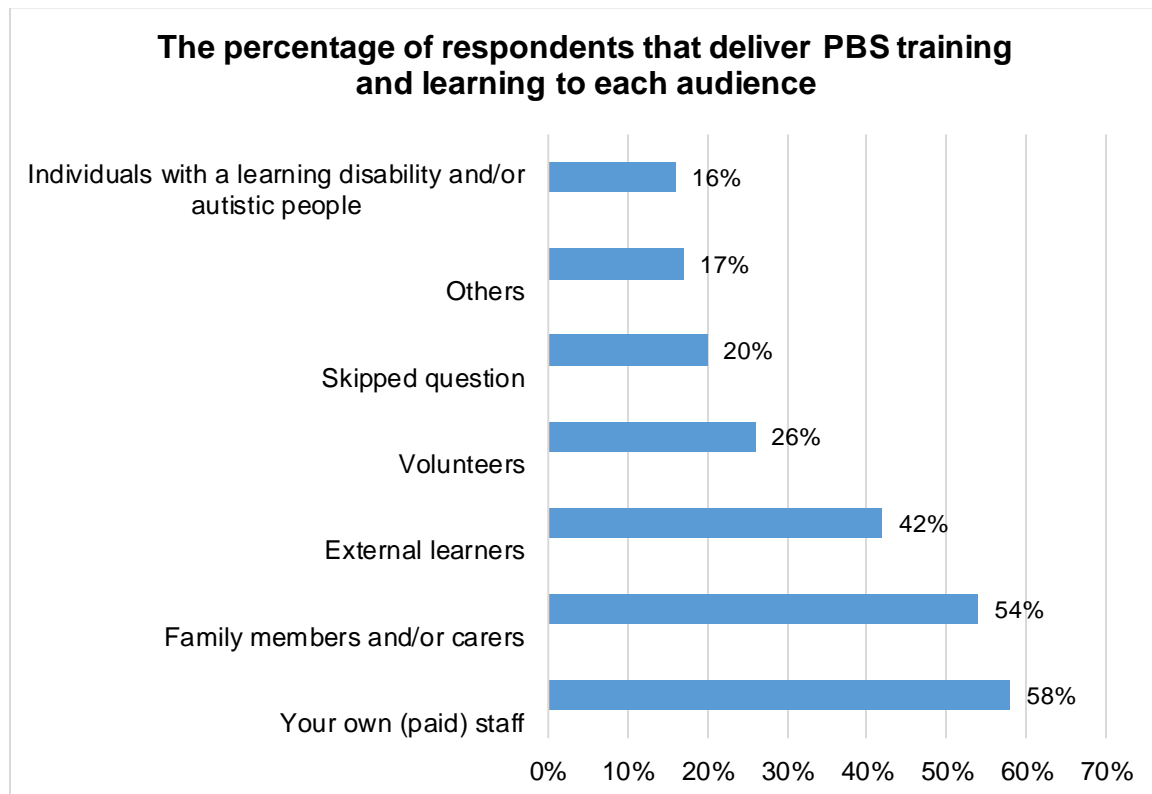


Four people answered 'other' to this question. Their comments included 'in-house', 'Wales', 'not a training provider', 'London, South East and Eastern', 'UK wide' and 'Greater Manchester'.

PBS training and learning

Training recipients

We asked respondents who they offered PBS training and learning to. We found that 58% of respondents offered training and learning to their own paid staff and 54% offered it to family members and/or carers – these were the audiences that respondents most delivered it to.



The percentages in the chart add up to more than 100% because one organisation might provide training and learning to more than one audience.

Where respondents answered 'other', they told us:

- agency staff
- anyone supporting our son
- school staff
- commissioners
- CQC inspectors
- regulatory bodies such as Ofsted.

The percentage of organisations who delivered training or learning to 'family members and/or carers' is a lot higher than for volunteers and individuals, so there's a possibility that some respondents interpreted 'carers' to mean 'staff'.

- Of the 40 respondents who **train their own staff**, 16 of them also offer external training, 14 also train volunteers, seven also offer training to individuals with a learning disability and/or autistic people, and 27 train family members or carers.

- Of the 29 respondents who **offer external training**, 12 of them also offer training and learning to volunteers, 7 train individuals and 29 said they trained family members and/or carers.
- 24 respondents train their own staff and in some cases volunteers, individuals and families, but don't offer training externally (Health, PBS and/or care providers).
- 13 respondents offer external training and don't train their own staff (external learning providers).

Level of training

Around half (34 of 69) of the respondents said that they offer training based on the levels in the PBS Academy competency framework. Of those 34 respondents:

- 33 respondents cover the **foundation level** in detail (of which, 18 respondents also offer intermediate level training)
- 18 respondents cover the **intermediate level** in detail and a further 7 highlight this level for learners as area for further study
- 2 respondents cover the **advanced level** in detail, with a further 5 highlighting this level for learners as area for further study.

Two respondents said they covered **all** three levels in detail and they identified themselves as 'consultant in an independent provider of training and consultancy' and 'trainer in a learning provider'.

Numbers of learners

We asked respondents how many people, at each level, they had delivered training to in the past 12 months (since September 2017).

| | None | 1-10 people | 11-50 people | 51-100 people | 101-250 people | Over 250 People | Total people |
|---------------------------|------|-------------|--------------|---------------|----------------|-----------------|--------------|
| Foundation level | 1 | 1 | 8 | 7 | 9 | 8 | 34 |
| Intermediate level | 7 | 7 | 10 | 1 | 0 | 3 | 28 |
| Advanced level | 17 | 5 | 0 | 1 | 0 | 0 | 23 |

On average, respondents delivered foundation level PBS training to 4.35 people, intermediate level training to 2.61 people and advanced level training to 1.35 people.

However there was a wide range of responses.

At foundation level:

- 1 respondent delivered foundation level training for 1-10 people
- 8 respondents delivered foundation level training for 11-50 people
- 7 respondents delivered foundation level training for 51-100 people
- 9 respondents delivered foundation level training for 101-250 people
- 8 respondents delivered foundation level training for over 250 people.

The eight providers who delivered training for over 250 people worked for statutory health sector (1), care provider (private - 3 and voluntary or third sector – 2) and learning provider (2).

At intermediate level:

- 7 respondents delivered foundation level training for 1-10 people
- 10 respondents delivered foundation level training for 11-50 people
- 1 respondent delivered foundation level training for 51-100 people
- 0 respondents delivered foundation level training for 101-250 people
- 3 respondents delivered foundation level training for over 250 people.

At advanced level:

- 5 respondent delivered foundation level training for 1-10 people
- 0 respondents delivered foundation level training for 11-50 people
- 1 respondent delivered foundation level training for 51-100 people
- 0 respondents delivered foundation level training for 101-250 people
- 0 respondents delivered foundation level training for over 250 people.

We estimate* that the 34 providers who answered this question *could* have trained almost 5,500 people at foundation level, 1,500 people at intermediate level and 150 people at an advanced level.

*Based on the maximum number of people trained in each range x the number of respondents i.e. at foundation level 1 respondent trained up to 10 people, 8 trained up to 50 people, 7 up to 100 people, 9 up to 250 people and 8 over 250 = 5360.

Length and timeframe of PBS training

The length of PBS training at each level varied between different organisations. We also asked respondents over what timeframe they delivered PBS training.

- At **foundation level**, the length of training varied between two to three hours, and 60 hours. The most common answer was between one to two days (or between seven and 14 hours).

The timeframe of training at this level was between half a day and nine months. The most common answer was between one or two days.

This suggests that most foundation level PBS training is between seven and 14 hours long, and is delivered over one to two days.

- At **intermediate level**, the length of training varied between 10 and 80 hours. The most common answer was around 12 hours. The timeframe of training at this level was between one day and one academic year. The most common answer was around four days.

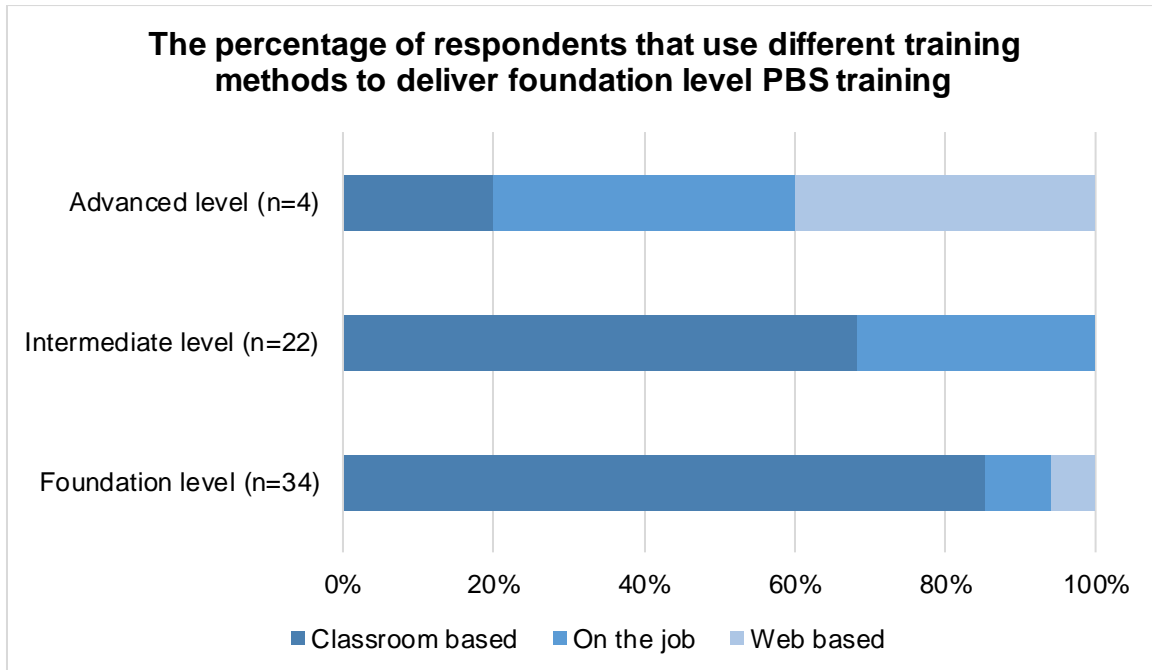
This suggests that most intermediate level PBS training is around 12 hours, and this is typically delivered over around four days.

- Two people answered the question for **advanced level**. One respondent said one day, and the other said around 45 hours. For the second respondent, they said that this 45 hours was delivered one day per month.

We recognise that there are big variations between the number of hours, and we'll explore this further.

Training methods

Respondents used different training methods to deliver PBS training.



This question only allowed respondents to tick one of the above options. However several respondents said they take a blended approach and would have ticked more than one box if they could.

We asked respondents to tell us what other methods they use to deliver training. Here are some of their responses:

- online remote desktop class with tutor
- support visits post training to aid implementation
- active workshop style learning during classroom delivery
- debriefing and reflective practice
- internal PBS champion programme
- Moodle.

Paying staff to attend training

All respondents said that their staff were paid for the time they spent learning.

Around half of the respondents said they paid staff for their time that they spent studying or travelling to training.

Around 20% of respondents didn't know if they paid staff for study or travel time.

Costs of training

We asked respondents how much it cost them to deliver PBS training, for each learner, and there was a range of answers.

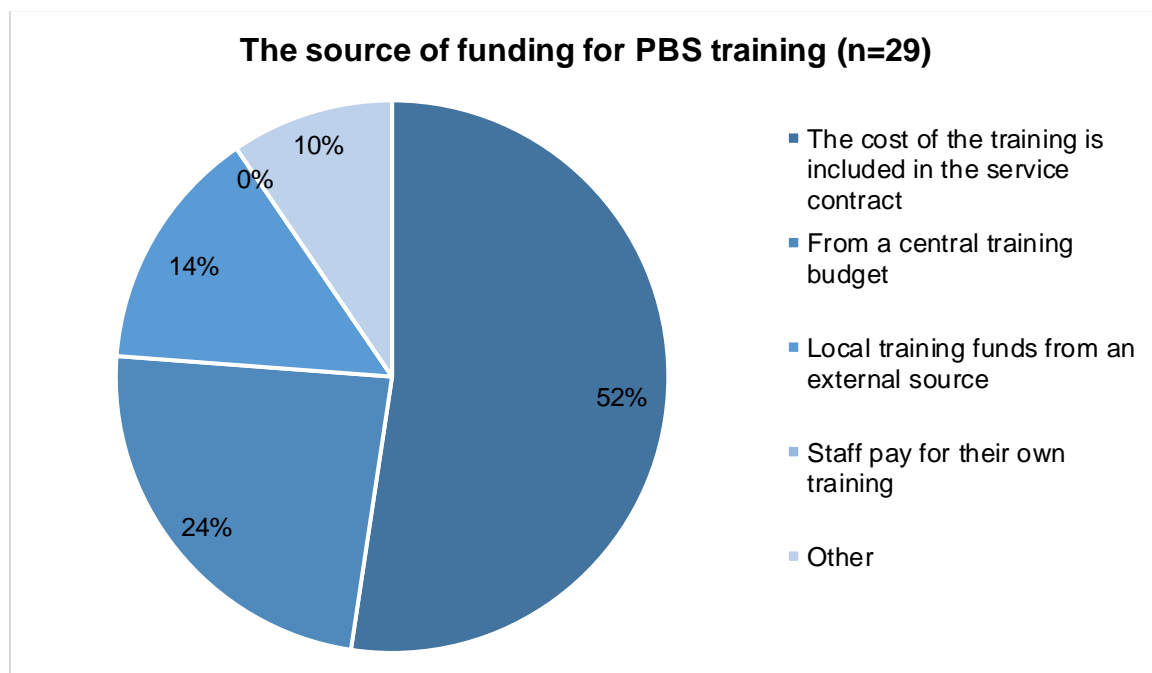
The answers from **organisations that train their own staff** ranged from between £20 and £700 per learner for foundation level training, £30 and £900 for intermediate level and £43.75 and £1,500 for advanced level. The most common answer for the cost per learner of foundation and intermediate level training was around £200.

The answers from **organisations that provide external training** ranged from between free and £800 per learner for foundation level training, £50 and £2,500 for intermediate level and £1,500 for advanced level (although only one person responded in the advanced level column).

*See appendix for a list of responses.

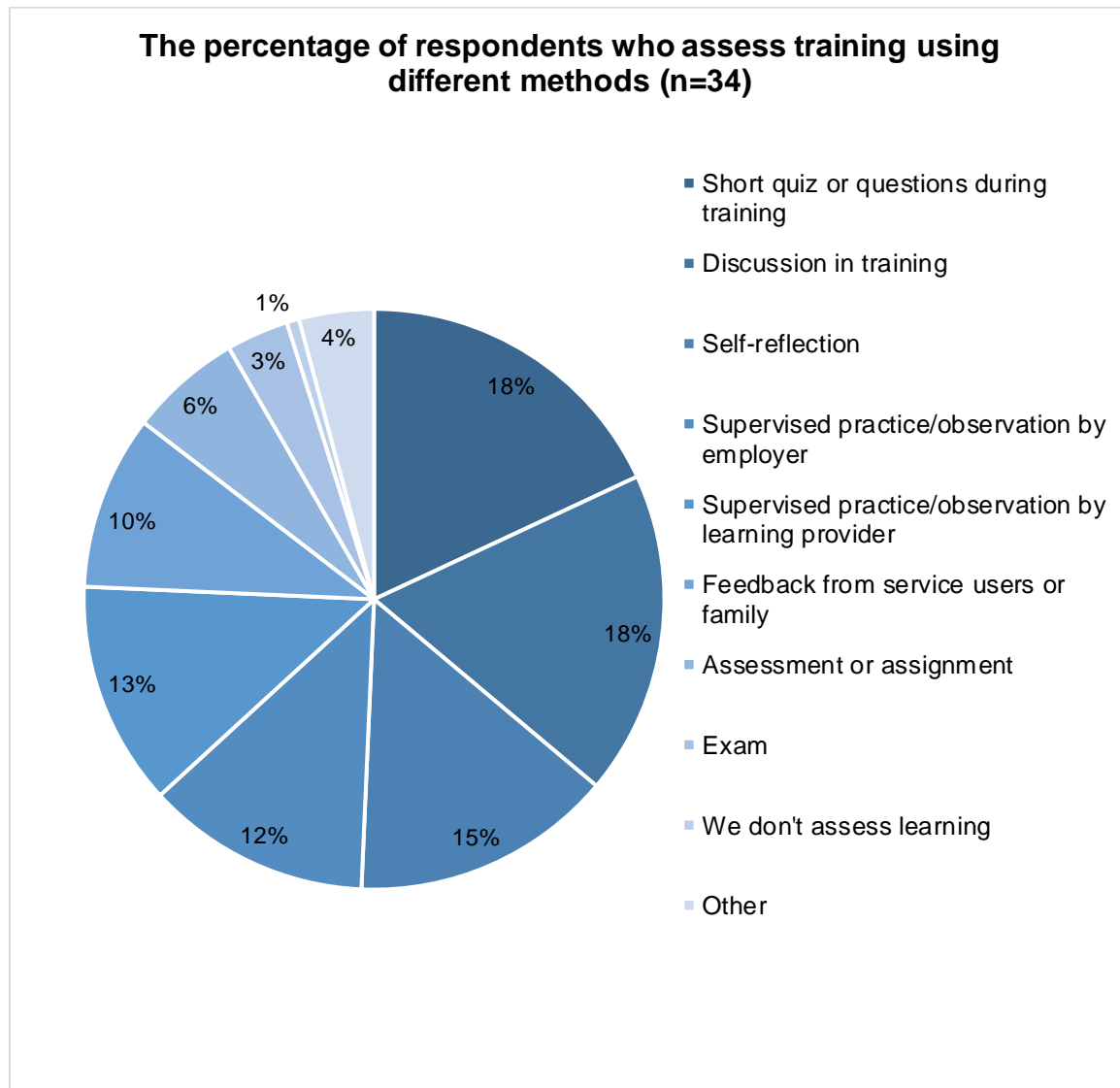
Funding training

We asked adult social care providers how they fund their staff to attend PBS training.



Forms of assessment

We asked respondents to tell us how they assess learners after PBS training. We gave them a list of methods and ask them to tick all that apply. Please note that an error in the online survey meant that respondents could only choose ONE option, when they should have been able to choose all that apply. In the comments on this question, most respondents commented that they use more than one assessment method.



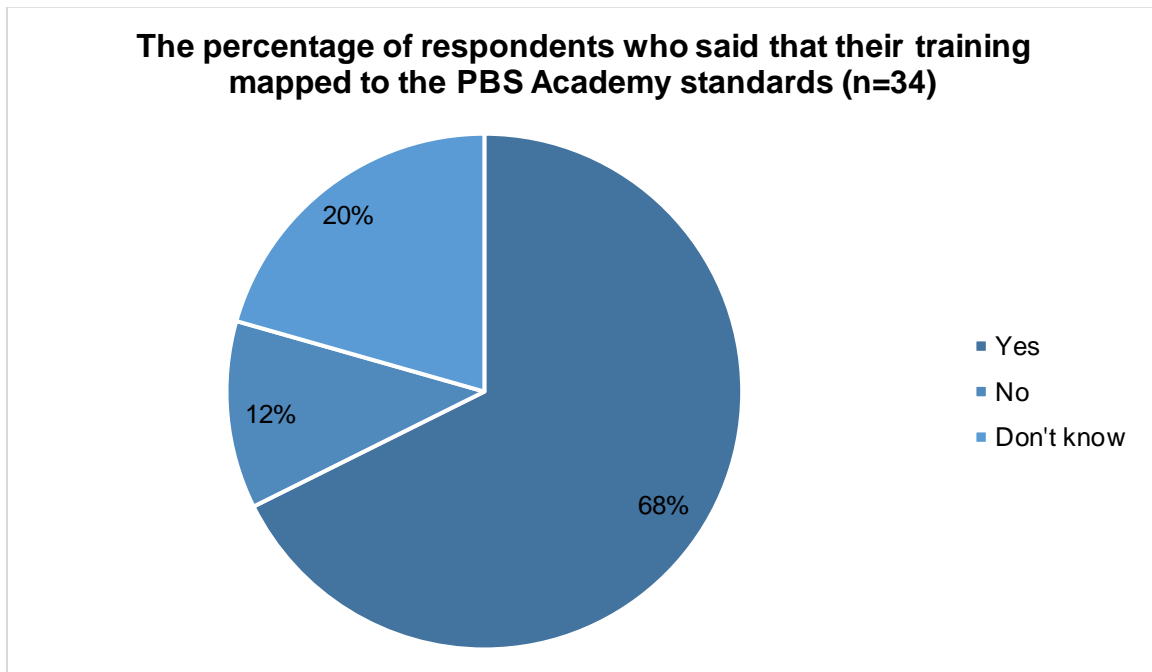
Six respondents answered 'other' and their answers included:

- action plan and its implementation post training
- questionnaire on PBS plan,
- 'inbuilt evaluation that measures organisational outcomes and change in behaviour of learners as well
- pre and post evaluation of learning
- it depends on which course and delivery style has been commissioned.

36 respondents answered this question and gave 144 responses. This suggests that, on average, respondents use four different assessment methods for PBS training.

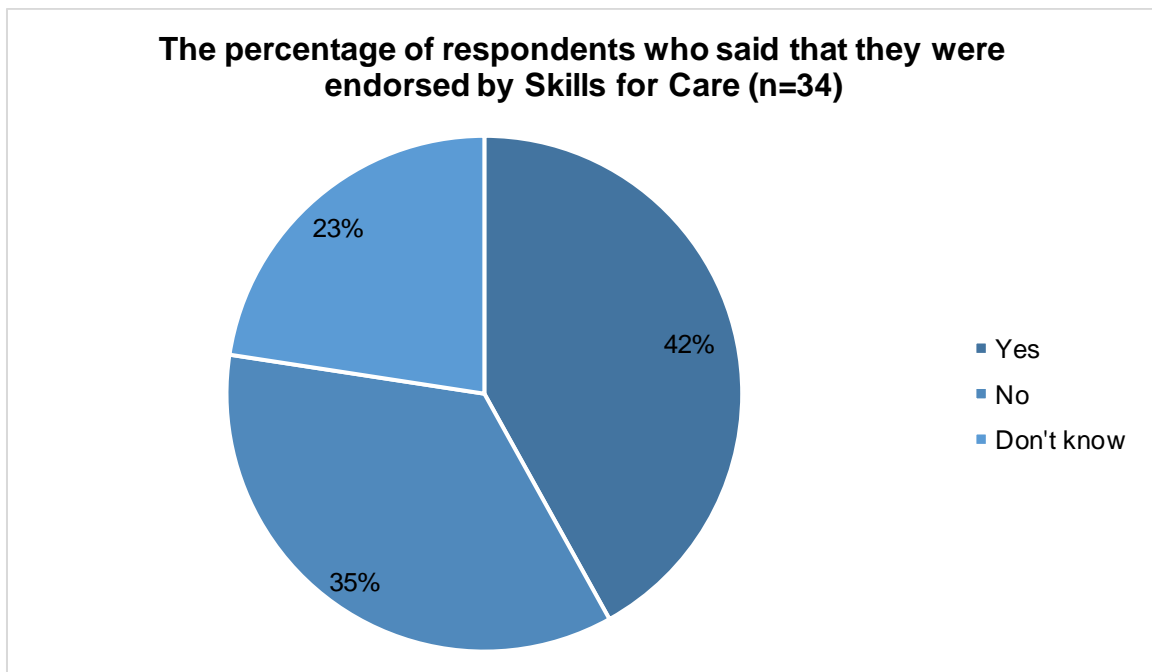
PBS Academy standards

We asked respondents if their training maps onto the PBS Academy standards for training. 34 respondents chose to answer this question.



Skills for Care's endorsement framework

We asked respondents whether they were endorsed by Skills for Care. Endorsement is available for learning providers, and is a mark of quality training.

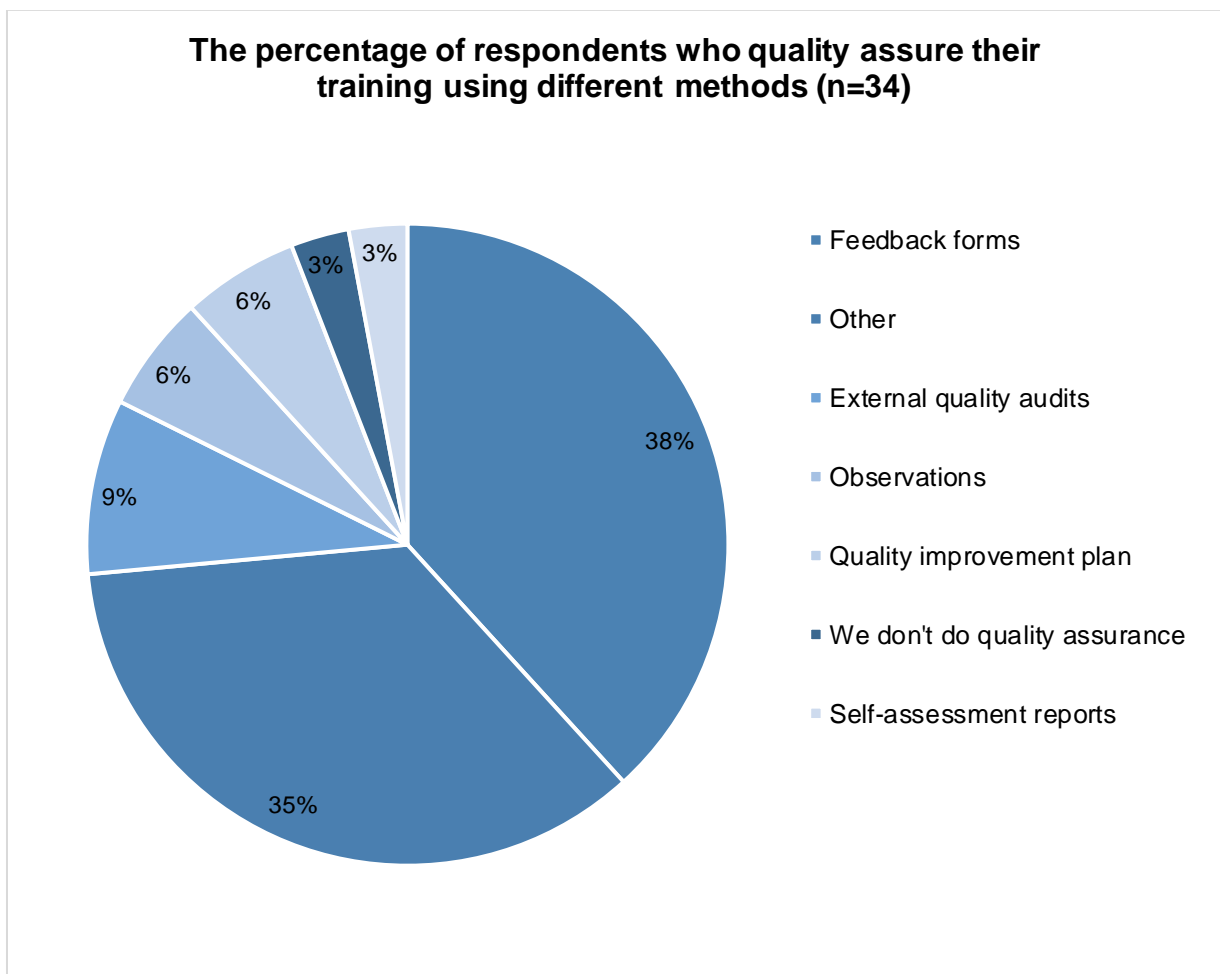


If respondents weren't endorsed, we asked them why not. Five people answered this question and they said:

- haven't got that far
- developing course and not got to this point yet
- time vs capacity to do so
- cost - we are a small charity
- not required
- I wasn't aware of it.

Quality assurance

We asked respondents how they quality assure training. We gave them a list of methods and ask them to tick all that apply.



The most popular method of quality assurance was feedback forms, and then other.

12 respondents answered 'other' and their answers included:

- participation and engagement
- six month reporting
- team feedback with PBS lead
- person-centred groups
- working in partnership with local authorities
- sharing best practice
- sitting in a colleague delivering a course
- self-reflection.

One respondent said that they don't quality assure their training.

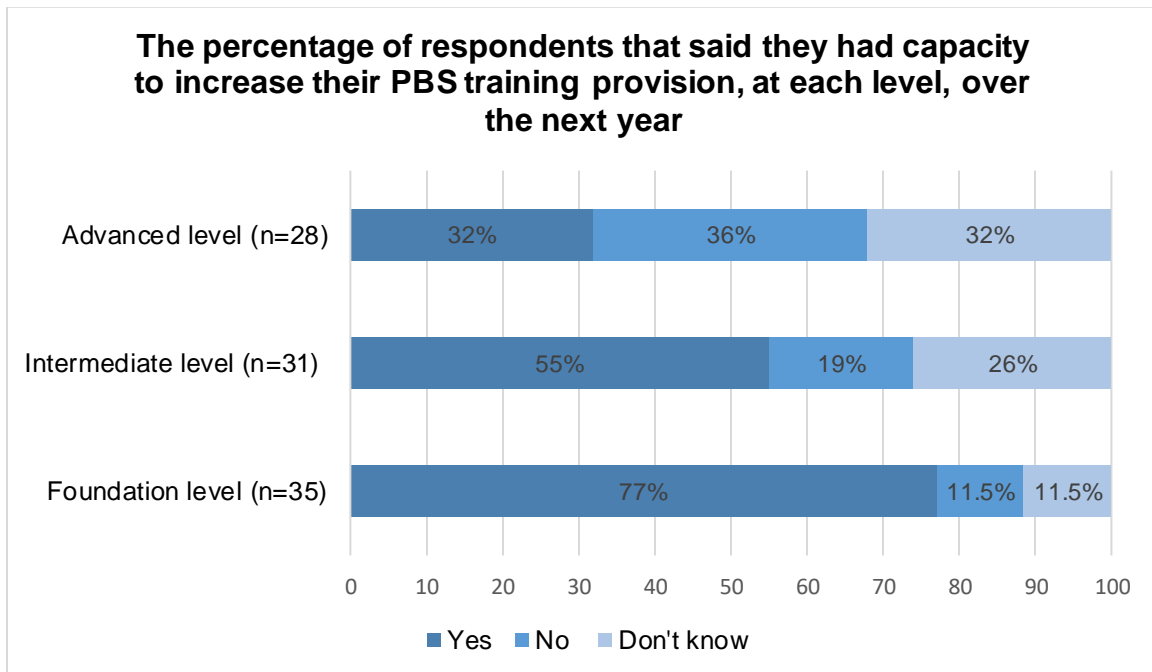
Challenges and additional comments

We asked respondents to tell us about any challenges they face, what works well and any other comments. 19 respondents left a comment and here are some of the main points.

- The importance of true co-production with those with lived experience, use of real life case studies.
- Must include behaviour analytic content. Understanding each person's behaviour, not applying 'classroom' or 'tick box' training to lots of people. Longitudinal packages work best.
- Needs to be done by a registered/accredited professional that is accountable to a code of conduct and has been appropriately trained.
- Commission intermediate level from an external provider so that guides us delivering foundation level.
- Training needs to map onto recognised standards i.e. PBS competence framework.
- There needs to be flexible delivery to account for different organisations having different needs.
- We prefer to teach in 2.5 hour blocks because people learn better that way. Learners need a safe space to honestly discuss challenges.
- Training needs to be backed up with someone who can supervise and facilitate competence in the workplace.

The future

We asked respondents if they had about the capacity to increase their PBS training provision at each level over the next year.



It's encouraging to see that 77% of respondents feel they have capacity to increase their provision in the next year at foundation level, 55% at intermediate and 32% at advanced.

It's interesting to note that 9 respondents said they had the capacity to increase advanced level provision although only 2 currently cover this level in detail.

Around half of the respondents said they would like to be contacted regarding this work.

28 respondents said they would be happy to take part in further work, such as writing a case study, dialling into a telecom or webinar or taking part in a focus group.

Appendices

Timeframe of PBS training: list of responses

We asked respondents: 'at each level, over what timeframe do you deliver PBS training?' They wrote their responses in a text box and here's their responses.

One row represents one respondent. Where it says N/A or the column is blank, we can presume that the respondent doesn't offer PBS training at this level.

| Foundation level | Intermediate level | Advanced |
|--|--|-----------------------|
| 0.5 - 5 days (intensive or longitudinal) | 1 - 5 days (intensive or longitudinal) | Often 1 day per month |
| 1 day (x5) | NA | NA |
| 1 day | 1 day | Na |
| 1day (x2) | two consecutive days (x2) | N/A |
| One day | One day | One day |
| One day | two days | not applicable |
| 2 days | 1 day | N/A |
| 2 days (x4) | 2 days | |
| 2 days | 4 days | |
| Usually within one week with the exception of trainer training or BTEC qualifications. | Usually within one week with the exception of trainer training or BTEC qualifications. | n/a |
| Induction and 18 month or annually for PBS with PI | | |
| N/A | 4 days | N/A |
| As part of induction within the first 3 months plus refresher | As above | N/A |
| 1 month | n/a | n/a |
| 6 or 9 months | 9 months or one academic year | |
| Day followed by practice based learning continuous | Day followed by practice based learning continuous | NA |
| 21 | | |
| 3.5 | N/A | N/A |
| 5 days | 7 days | 0 |
| 1 or 2 days or 1 month (basic FA) | 6 months practice leader plus ongoing CPD through COP, 6 months accredited FA | |

| | | |
|---------------|------------|-----|
| 2-6 months | 2-6 months | n/a |
| Monthly | N/A | N/A |
| 6 or 9 months | 9 months | |

Costs of training in organisations that train their own staff: list of responses

We asked respondents 'if you are training your own people, roughly how much does it cost you to provide this training per learner (for example including the trainer's time, venue costs and trainer's travel time)?'. They wrote their responses in a text box and here's the raw data.

One row represents one respondent. Where it says N/A or the column is blank, we can presume that the respondent doesn't offer PBS training at this level.

| Foundation level | Intermediate level | Advanced |
|--|--|---|
| | | Between £43.75 - £175 per learner depending on how full the course is |
| £20 | N/A | N/A |
| approx. £30 per learner | approx. £30 per learner | n/a |
| £30 | £50 | NA |
| £80 (x2) | NA | NA |
| 80 | 80 | 80 |
| £80 | £120 | NA |
| Train, course cost, staff cover | As above | As above |
| £100 | n/a | n/a |
| £100 per day per person | £240 per day per person | £300 per day per person |
| £120 per head | N/A | N/A (they come to the org with MSc level quals) |
| £200 per learner | | |
| 3 day work shop 7 hour pay plus back fill plus trainer | 1 day training 1 day coaching plus back fill | Different training given. Costings can be sent if needed for all including the above. |
| £199/day | £250/day | n/a |
| 2.5 days at 8a including course prep | | |
| 200 | 200 | 200 |
| £700 | £900 | N/A |

| | | |
|--|---|---|
| not training own people | not training own people | providing BCBA supervision , roughly £4,000 in staff time per year* |
| <i>*This response was from a consultant in an independent provider of training and consultancy (external only) and it suggests this was costs incurred in operating and keeping practice up to date.</i> | | |
| | | Overall, this will equate to around £10'000 - £15'000* |
| <i>*This response was from a PBS consultancy who have a staff member enrolled on a specific university course</i> | | |
| Don't know / part of central costs (x4) | Don't know / part of central costs (x4) | Don't know / part of central costs (x4) |

The costs of training delivered by organisations that provide external training: list of responses

We asked respondents 'if you provide training to external learners, roughly how much does it cost you to provide this training to your staff (for example including the trainer's time, venue costs and trainer's travel time)?'. They wrote their responses in a text box and here's the raw data.

One row represents one respondent. Where it says N/A or the column is blank, we can presume that the respondent doesn't offer PBS training at this level.

| Foundation level | Intermediate level | Advanced |
|--|---|----------------|
| Trainer costs and materials free to providers but cost to our organisation in terms of staff time (x2) | | |
| CBF have the costings | | |
| We charged £25.00 per day to join existing training | N/A | N/A |
| Hourly wage of the clinician ranging from £9.12-£22.07 | Hourly wage of the clinician ranging from £9.12-£22.07 | N/A |
| £30 | £50 | |
| £50 (x2) | | |
| £850.00/day for group of 15 (£57 pp) | £850.00/day for group of 15 (£57 pp) | |
| £80 | | |
| £100 | n/a | n/a |
| £270 approximately (depending on location | £380 approximately (depending on location and delegate numbers) | not applicable |
| £300 | £400 | N/A |

| | | |
|--|--|------------|
| £550.00 +VAT and Expenses | N/A | N/A |
| £800 | £800 | £1500 |
| Awareness level. 3 hours. And we offer a 6 or 9 month qualification involving 2/3 modules. Each module costs £150 each. Plus competence assessment and supervision in practice from a suitably qualified person. | Awareness for 3 hours. 9 month qualification. £2,400 plus monthly supervision and competence assessment from a PBS Specialist. | N/A |
| Don't know (x2) | Don't know | Don't know |