



**City of Kingston's
Creating Safe & Respectful
Communities Training**

Session 2

EVALUATION REPORT

Training Evaluation

Creating Safe and Respectful Communities

Responding to backlash and resistance, and practicing self-care

Background

Women's Health in the South East (WHISE) collaborated with the City of Kingston to co-deliver Session 2 of Creating Safe and Respectful Communities on 24 April 2024. This training was developed following feedback gathered from Session 1 and in response to an identified need with community centres and neighbourhood houses across the Kingston region to capacity build their staff.

Both Session 1 and Session 2 were condensed versions of the Prevention of Family Violence First Aid Course offered by WHISE.

The content covered in Session 2 included:

- An overview of Session 1, particularly responding to disclosures.
- Preparing and responding to backlash and resistance.
- Self-care information.

This report provides an evaluation of the effectiveness of the second session only.

Who completed the survey?

Seven women completed the pre and post surveys. The attendees worked for City of Kingston and in community centres. Their roles ranged from officer, to coordinator, to manager.

Findings

Changes in understanding

The surveys administered before and after the training measured changes in understanding of the following topics:

- How family violence is defined.
- The different forms of family violence.
- The drivers of family violence.
- How to be an upstander in their community.

- How to take appropriate action to create safe and respectful communities.
- How to plan for and respond to resistance and backlash.
- How to ensure your own safety and self-care.

Figure 1 shows that attendees better understood **how family violence is defined** after the training. There was a notable increase in *high* and *very high* understanding, and no one felt they had a moderate level of understanding.

Following the training, people had a greater understanding of the **different forms of family violence**. A significant increase in *very high* understanding can be seen in Figure 2.

Figure 3 illustrates the effectiveness of the training in enhancing people's understanding of the **drivers of family violence**. Whereas understanding ranged from *low* to *high* before the training, all respondents rated their understanding as *high* or *very high* following the training.

In terms of understanding **how to be an upstander in the community**, Figure 4 demonstrates significantly increased levels of understanding. No one responded that their understanding was *very low*, *low* or moderate following the training. Ratings of *high* understanding increased and two people felt they had *very high* understanding.

Incredibly, Figure 5 shows that everyone had *high* or *very high* understanding of **how to take appropriate action to create safe and respectful communities** following the training. Almost half felt their understanding was *low* before the training but these respondents increased their understanding following the training.

People also felt more understanding of **how to plan and respond to resistance and backlash**, as can be seen in Figure 6. Understanding increased from *very low* and *low* to *high* and *very high* which demonstrates the success of the training session.

Understanding of **how to ensure their own safety and self-care** increased following the training (see Figure 7). Before the training, understanding ranged from *low* to *very high* with the majority of people falling in the *high* category. The increase in *very high* understanding is noteworthy and no one rated their understanding as *low* or moderate following the training.

Looking at Figures 1 to 7, it is clear that overall, the training session successfully increased levels of understanding this demonstrating its effectiveness.

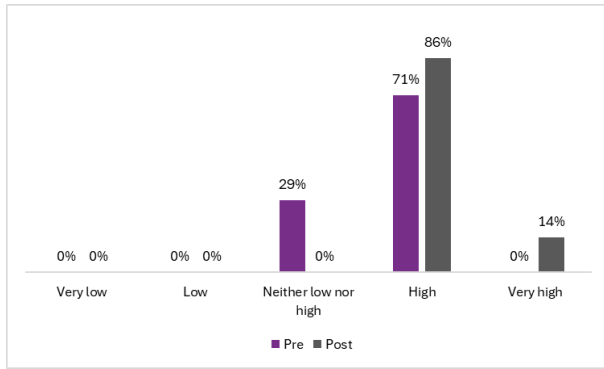


Figure 1. Pre- and post-training ratings of understanding how family violence is defined.

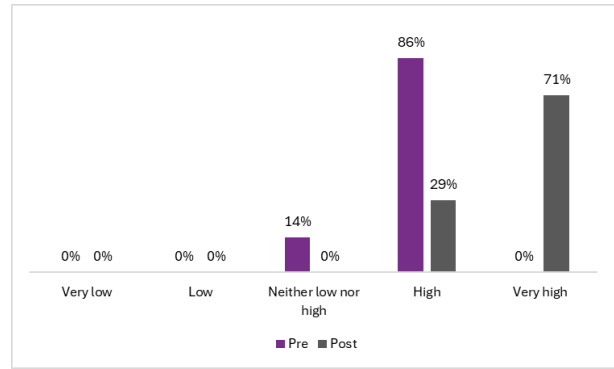


Figure 2. Pre- and post-training ratings of understanding the different forms of family violence.

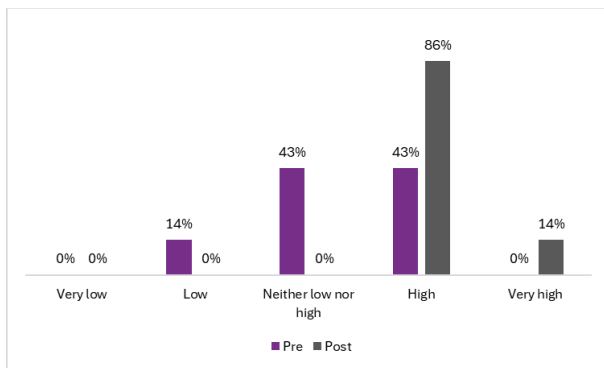


Figure 3. Pre- and post-training ratings of understanding why family violence happens.

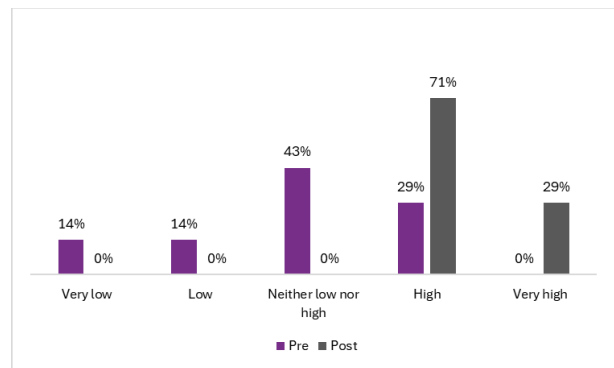


Figure 4. Pre- and post-training ratings of understanding how to be an upstander in their community.

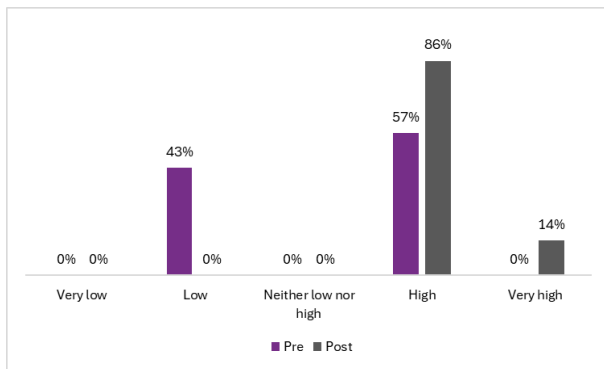


Figure 5. Pre- and post-training ratings of understanding how to take appropriate action to create safe and respectful communities.

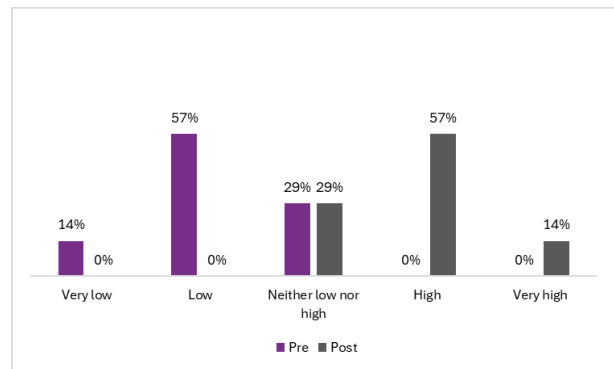


Figure 6. Pre- and post-training ratings of understanding how to plan for and respond to resistance and backlash.

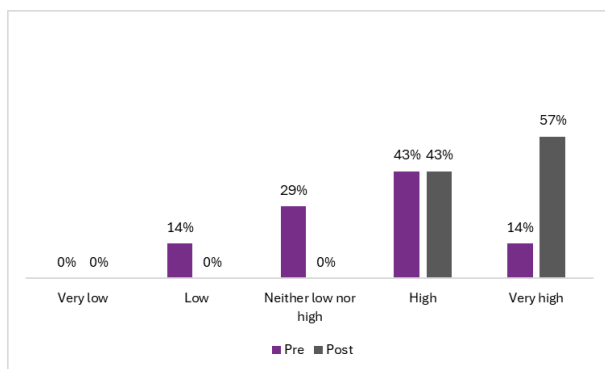


Figure 7. Pre- and post-training ratings of understanding how to ensure your own safety and self-care.

Changes in confidence

Changes in confidence to apply learnings from the training were measured for the following topics:

- Confidence to recognise the signs of family violence.
- Confidence to take action against family violence in their workplace.
- Confidence to be an upstander in their community.
- Confidence to take appropriate action to create safety and respect.
- Confidence to plan for and respond to resistance and backlash.
- Confidence to take care of themselves and ensure they do not burn out.

Figure 8 shows an improvement in confidence to **recognise the signs of family violence**. There was a significant increase in the *confident* category, and no one said they were *not at all confident*, *not so confident* or *fairly confident* following the training.

In terms of confidence to **take action against family violence in their workplace**, Figure 9 shows an increase following the training. People shifted their confidence from *not at all* or *not so confident* to *confident* and *very confident*. The stability in the *fairly confident* category and the decrease in people who lacked confidence indicates that people generally moved towards higher confidence levels but still require support.

The responses illustrated in Figure 10 also suggest that some people would benefit from ongoing support. While there was increased confidence to **be an upstander in their community** as demonstrated by more people selecting *confident* and *very confident*, a small number of people remained *not so confident* and *fairly confident* following the training.

In Figure 11, we can see a small increase in confidence to **take appropriate action to create safety and respect**. While there was no shift in the proportion of people who felt *fairly confident* and *very confident*, there was an increase in *confident* responses and no one felt *not so confident* following the training.

People felt more confident to **plan for and respond to resistance and backlash**. Figure 12 shows a shift in lower confidence levels to higher confidence levels. For instance, almost three quarters of

respondents felt *not so confident* before the training session which increased to *confident* and *very confident* afterwards. While some people remained *fairly confident*, the other increases nonetheless demonstrate the effectiveness of the training session.

Figure 13 shows that the training helped people to feel more confident to **take care of themselves and ensure they do not burn out**. Although there was no shift in the proportion of people who felt *very confident*, there was a significant increase in the *confident* category, and no one felt *not so confident* following the training.

The responses in Figure 8 to 13 therefore indicate the training was successful at increasing confidence, and that further support is required to maintain and continue to increase confidence.

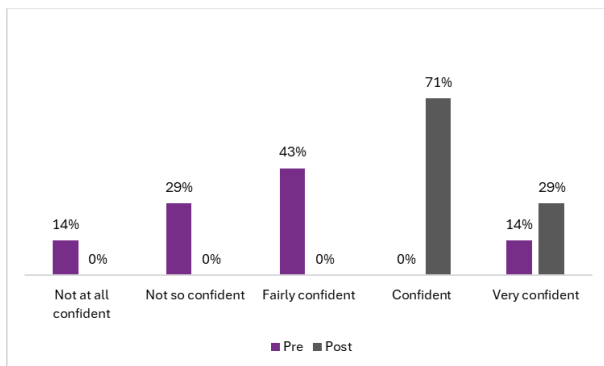


Figure 8. Pre- and post-training ratings of confidence to recognise the signs of family violence.

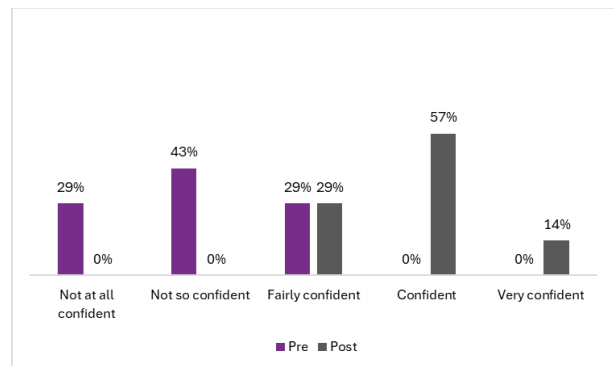


Figure 9. Pre- and post-training ratings of confidence to take action against family violence in their workplace.

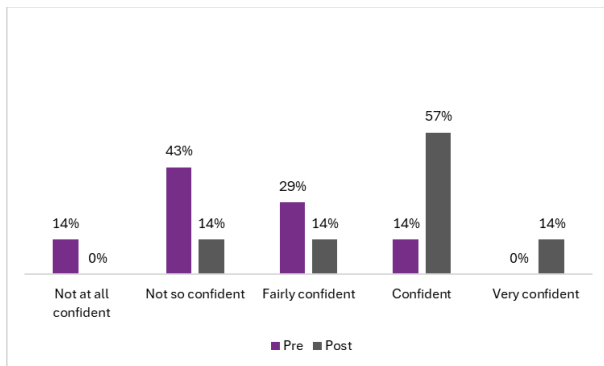


Figure 10. Pre- and post-training ratings of confidence to be an upstander in their community.

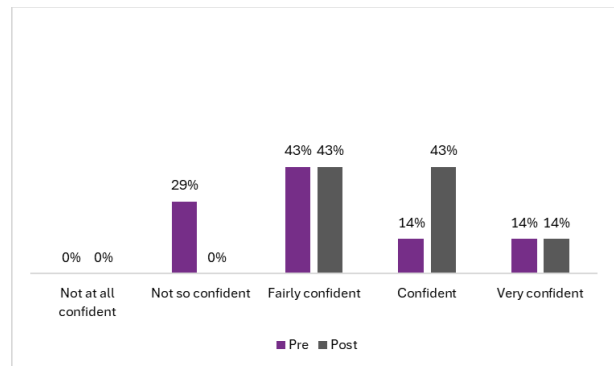


Figure 11. Pre- and post-training ratings of confidence to take appropriate action to create safety and respect.

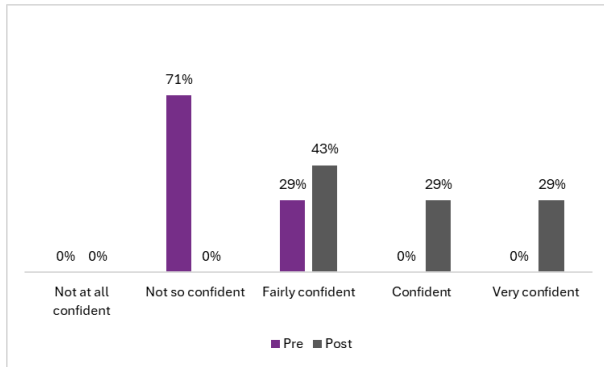


Figure 12. Pre- and post-training ratings of confidence to plan for and respond to resistance and backlash.

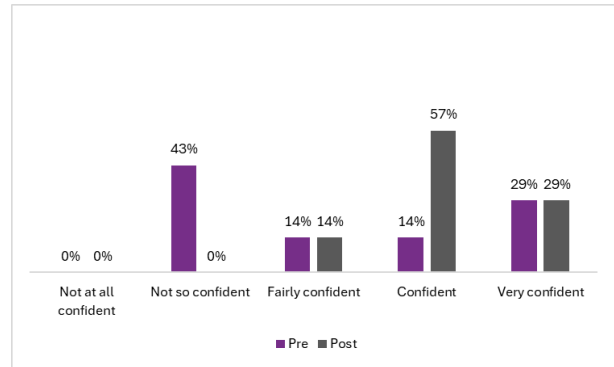


Figure 13. Pre- and post-training ratings of confidence to take care of themselves and ensure they do not burn out.

The survey asked people to share how they might apply their learnings to their role. Two people spoke about showing support and listening. For instance, one person wrote, “Be attentive, offer support and a safe space to build trust.”

One person shared that while they “have learnt lots of strategies and how to be an upstander,” they are unsure if they have the “confidence and voice” to apply their learnings and take action. They acknowledged the difference between learning in a controlled setting versus acting “in the moment [which] feels hard.”

Key learnings from the training

Four people shared a key learning from the training session. Two people said that “the 5 Ds” were key learnings for them. Learning how to support someone who is being harassed by drawing on the methods of Distract, Delegate, Document, Delay, and Direct. Training attendees frequently find it most helpful to learn about safe and clear steps that they can take.

The “signs of vicarious trauma” was a key learning for someone. This is particularly important for people working in prevention of family violence as it not only increases their self-awareness but also highlights the importance of self-care to mitigate its effects.

One person commented, “To listen and not always try to give advice or solve the person’s problem.” This key learning demonstrates an understanding of the different ways to support victim survivors who disclose experiences of family violence.

Further support

In terms of further support to enable them to apply their learnings, two people requested:

- Refresher training sessions
- Legal advice, and reporting on behalf of someone

The survey also asked if there are any other topics of interest relating to family violence. People requested training on the following:

- Being an active upstander
- Self-care
- How to report on behalf of someone