



Introduction

The Drug Interventions Programme (DIP) is a **critical** part of the Government's **strategy for tackling drugs**. The programme involves criminal justice and treatment agencies working together with other services to provide a tailored service for adults who commit crime to fund their drug misuse.

A key tool in the DIP is the **Drug Interventions Record** (DIR), a new form which replaces several different forms previously used in the different agencies. An advantage of the DIR is that it enables continuity of care for clients by ensuring that standardised information is available to all relevant agencies. The DIR also allows for more accurate and comprehensive monitoring and research which delivers information that can be utilised at a national or regional level.

The Challenge

Training was required for workers from a variety of different agencies, including police, probation officers, court workers, and staff from the Department of Health, National Treatment Agency and tertiary treatment providers.

Workers who would have day to day contact with the new DIR required comprehensive training, and needed to be confident in how and when to use the form. Management and other staff who would not be using it on a daily basis needed an overview of the programme, and an introduction to the DIR.

As this is a field which generally requires a large amount of paperwork, and changes to the system occur with every change in Government, it was necessary to promote the positive aspects of the new system and encourage buy-in among the workers. To reduce inconvenience to delegates, training was to be held regionally around the country.



The Solution

A training solution was developed that incorporated the needs of all the target audiences.

Training Team

A team of five trainers with extensive business experience, time management and soft skills was selected.

Lead Trainer

The lead trainer was integrated into the client project team, working closely with the client to understand the environment and delegates' needs, and develop the training course and case studies.

Train the Trainer

Train the trainer sessions were held to ensure that all trainers on the project had a broad scope of knowledge. This included background information about the client, their company culture, and how the new system and record would impact the delegates' day to day jobs.

Champions

For each training session, trainers were supported by an industry champion who could answer specific questions outside the training remit.

Workshops

Workshop sessions were held for those delegates who would be using the form on a daily basis, which allowed them to work together to complete the form, and obtain answers for any questions which arose.

Briefings

Briefing sessions were held for those delegates who would not be using the form on a daily basis, providing them with an overview.

The Result

By the end of the project, over **3000 delegates** were trained in over **20 locations** around the country, over a period of two months.

All measurables from the SLA were exceeded and the **feedback** from the client was **extremely positive**. The training team consistently received positive feedback about their level of industry knowledge, as well as the value of the training sessions.

One positive quote as a result of attending the session: **“the training was really helpful and made me feel better placed to offer a good service to our clients.”**