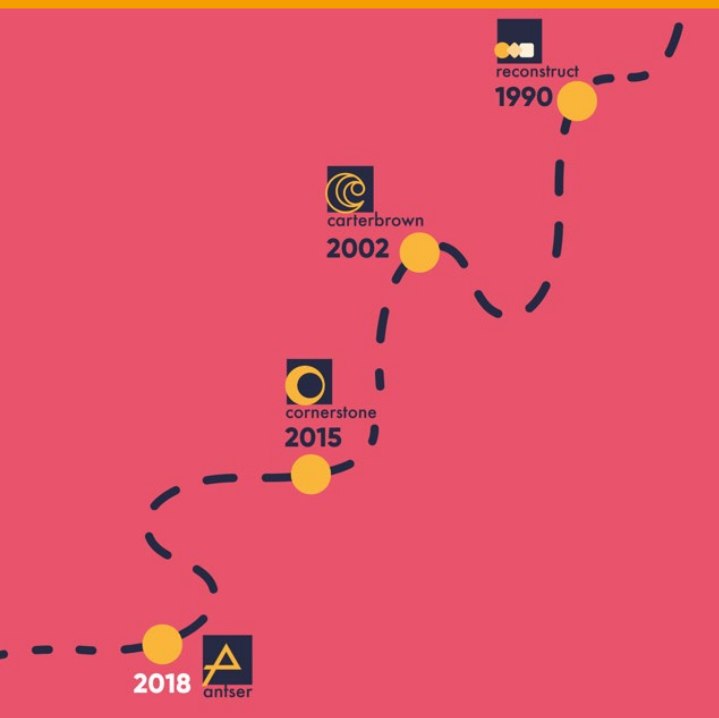


ANTSER

DISCOVER THE IMPACT OF ANTSER VIRTUALITY
THROUGH OUR SERIES OF CASE STUDIES

Challenging perspectives

WELCOME TO ANTSER



OUR JOURNEY

Antser is an integrated organisation delivering transformation in health, education and social care.

We deliver end-to-end services to the children's and adult's social care sector, in partnership with local authority and independent providers. We also support the wider team working with children in, or on the edge of care in the areas of health, education, community teams, police and judiciary.

Our solutions range from core compliance to transformation, training and technology, all with one aim in mind – to deliver better outcomes.



A NOTE FROM OUR CEO, RICHARD DOONER

Thank you for visiting our stand at the National Children and Adult Services Conference 2022!

We are delighted to be here at the NCASC, surrounded by so many like-minded organisations. The health and social care sectors are currently going through their own challenging transformation, but by coming together we are all taking a step in improving services for the people that need them the most.

We look forward to speaking to you during the show!

AN INTRODUCTION TO ANTSEER VIRTUAL REALITY

The immersive nature of Antser Virtual Reality (VR) allows the user to experience the impact of trauma, abuse and neglect through the eyes of the child. Our established programme is a clinically-led, technology-enabled behaviour change tool. It is designed to enhance the adults' understanding of a child's emotions, trauma and potential triggers to improve the care, support and guidance they provide.

"You never really understand a person until you consider things from their point of view - until you climb into their skin and walk around in it." Harper Lee

We have undertaken user evaluation since the programmers' inception 5 years ago. Our data, gathered from over 3000 certified practitioners across 3 continents and 6 countries, demonstrates the power of the impact and change that can be realised:

92% of practitioners agreed to having a deeper understanding of the child's perspective

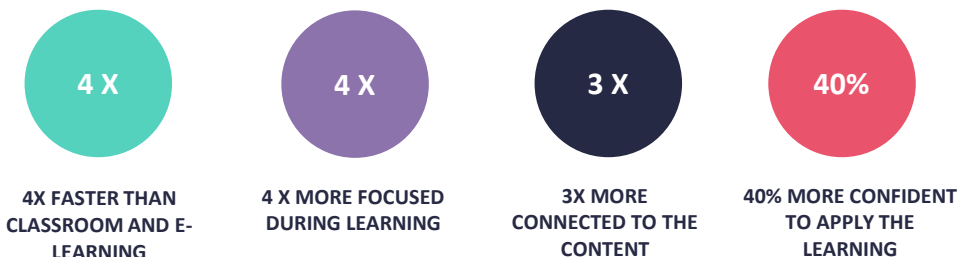
86% of practitioners agreed that they would consider alternative ways to approach situations in their work

96% of practitioners agreed the VR helped them understand how their behaviour and responses affect children



WHY VR?

The evidence: a proven technology that delivers change



PWC Report 2020 - Putting learners in VR allows for a 'greater depth' learning experience compared to online, classroom, self-study or work packs.



Understanding

With VR you will experience trauma and neglect through the eyes of a child, from pre-birth to adolescence



Empathy

By understanding the journey of children and young people that experience trauma, you will enhance your empathy



Behaviour change

When you change your behaviour, the outcomes for children and young people can improve significantly.

ANTSER VIRTUAL REALITY ACROSS CHILDREN'S AND ADULT SERVICES



**“The VR is a useful example of how our reaction
affects whether a situation can either escalate issues
or build positive relationships with children”**

Southend-on-Sea City Council



HAMPSHIRE COUNTY COUNCIL CHILDREN'S SERVICES

PROJECT OVERVIEW

Having been introduced to the VR behaviour-change tool through one of Antser's flagship online webinars, Hampshire Children's Services and Isle of Wight Council Children's Services made the decision to implement a project aimed at trialing Antser Virtual Reality across a number of teams within their Children and Families branch.

Keen to see how using this technology could enhance their work with families, Hampshire County Council aimed to use the VR in supporting both staff and foster carer's learning and development in related areas, such as domestic abuse, child exploitation and trauma.

To date, 48 staff members across a range of teams, including fostering, youth offending teams, early help, children in care, children's assessment and safeguarding teams and workforce development, have been trained to use the 3D VR headsets and films.

A test-and-learn approach had been adopted in order to see where VR could achieve the biggest impact, which in turn would support any future decisions about the extension of the project.

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OUTCOMES



Feedback from foster carers has highlighted that VR has enabled them to have a greater understanding of what is behind the child's behaviour, specifically around their past trauma.



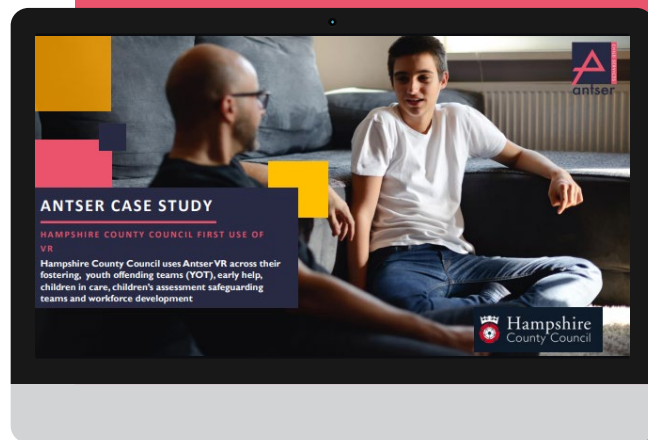
The Deputy Director at Hampshire City Council has used VR with a small group of experienced elected members and their response has been that VR is both powerful and persuasive; VR is an impressive learning tool to genuinely understand the experiences of young children.



Antser VR has been successful for the council has been within workforce development and its in-house graduate trainee programme. Introducing the 2D and 3D films into learning and development has been well received, with feedback from these sessions being overwhelmingly positive

Looking ahead to the future, Hampshire County Council are reviewing their first use of Antser VR and are hoping to see the VR becoming more integrated within many aspects of their services.

In the meantime, the Council are continuing discussions with other professionals to be able to share the VR headsets with those in the family network.



WEST MIDLANDS SOCIAL WORK TEACHING PARTNERSHIP (STOKE-ON-TRENT)

PROJECT OVERVIEW

In October 2020, The West Midlands Social Work Teaching Partnership (WMSWTP) undertook a project with Antser to implement VR within its services to train students, experienced qualified social workers and newly qualified social workers (NQSW) in their practice.

The WMSWTP is a collective made up of local authorities, the NHS, Children's Trusts, and higher education institutions across the whole of the West Midlands of which Staffordshire University and Stoke-on-Trent City Council Children's Services are a part of.

Real-life placements help prepare practitioners for life as social workers. During the COVID-19 pandemic, it was identified within the WMSWTP that students and NQSW placements were in a specific area of disadvantage with less opportunity to experience real-life scenarios, which impacted practitioners' experiences ahead of qualifying and the early stages of their careers.

The innovative project has focused on ensuring that through VR, students and newly qualified social workers have the unique and unrivalled opportunity to immerse themselves and experience lived experiences of children and families.



OUTCOMES



The reach of those who have benefited from this partnership includes over 400 social work students and wider practitioners. The breakdown of this number includes over 300+ students and over 100+ qualified practitioners, each with future sessions scheduled to take place throughout 2022



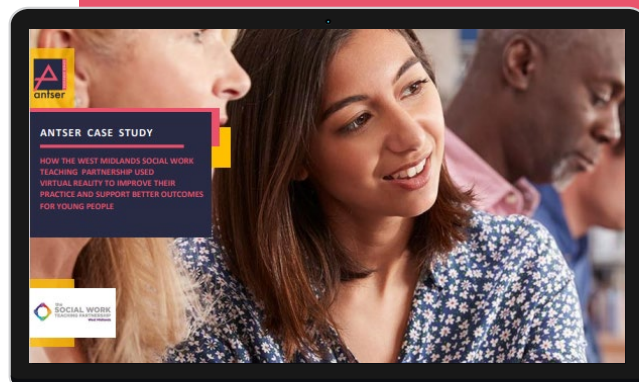
Since the initial pilot came to an end on March 31st, the funding provided by the DfE has enabled this pilot to continue for additional five months, allowing for a wider opportunity for VR training sessions and learning throughout the whole WMSWTP.



Through the partnership, results revealed that VR provides social worker students and NQSW the opportunity to reflect on their own emotions, manage them effectively before dealing with real-life cases and discover how it feels to be in the footsteps of vulnerable children and young people.

During the pilot period, Stoke-on-Trent often used the VR headsets with several students at various levels, and in one case, Stoke-on-Trent used the VR with first-year students in the Readiness for Supervised for Practice module. Findings have shown that VR has been an effective tool to prepare students ahead of going into their placement year, allowing students to deliver best practices.

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LONDON BOROUGH OF HILLINGDON CHILDREN'S SERVICES & ADULT SERVICES

PROJECT OVERVIEW

In October 2019, the London Borough of Hillingdon undertook a project to work with Antser in implementing and testing Antser VR within their training in adult and children's social care sector.

The project first came about when Sandra Taylor, Director of Provider Services and Commissioned Care first came across Antser VR through one of our flagship VR Webinars. After undertaking a demo with our experienced teams, the council managed to secure a grant that allowed them to train staff across the workplace.

Already aware of the dementia and autism content (which is part of our programme) prior to using the VR, London Borough of Hillingdon decided to use the dementia content across their adult social care in the extra care setting, care home settings and home care providers.

To this day, the Autism VR content has been used within the Positive Behaviours Support Team across London Borough of Hillingdon, specifically across the supported living, day resource centres and home care providers.

Due to the positive reaction to the VR, the council has additionally offered the innovative training to several of their voluntary partners, including Hillingdon Mind, Carers Trust, Alzheimer's Society and Disablement Association Hillingdon (DASH).

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OUTCOMES

86%

Following the group training, nearly all the respondents (86%) said the VR experience gave them insight into a child's perspective and would consider alternating their way of approach.

76%

Post-training evaluation results showed that over a half (77%) of new practitioners using the VR now have a deeper understanding of the children's perspective.



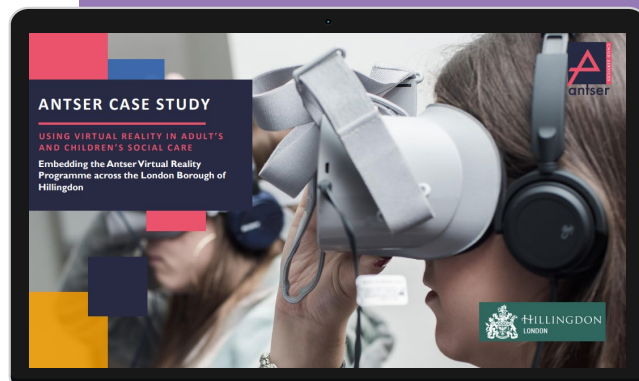
Upon review of the training, the VR has proven to be a good and viable response to the ongoing issue in social care, desensitisation.



Several respondents said the training had made them more aware and increased their understanding while further impacting their way of supporting vulnerable individuals.

"This training is fantastic for anyone supporting young people, or vulnerable within social care. It's a far more realistic way of learning and provides a great insight into the issues these individuals experience."

Training Participant, London Borough of Hillingdon



ANTSER VIRTUAL REALITY IN HEALTHCARE AND POLICING



“As the power of technology continues to grow, we have been fortunate to have been able to experience first-hand how VR can directly help frontline officers to better understand the impact of domestic abuse and to create a safer place for children, young people and survivors.”

John Carol, former Detective Superintendent – Head of Public Protection



EAST AREA BASIC COMMAND UNIT (EA BCU) OF THE METROPOLITAN POLICE – DOMESTIC ABUSE

PROJECT OVERVIEW

The East Area Basic Command Unit (EA BCU) of the Metropolitan Police piloted Antser’s virtual reality programme to enhance their response to domestic abuse incidents. The VR training aims raise awareness of domestic abuse (DA), seeing the incident through the eyes of the child and addressing staff mindset in their response to such incidents.

The training with EA BCU was conducted virtually for 48 police officers across four individual training sessions, with around 12 officers on each. Organisers wanted to grasp the officers’ understanding of domestic abuse and the expectations on them as first responders, while establishing the challenges they face and how they currently overcome them.

Throughout the project, immersive VR content was used to place the officers at the heart of incidents; the first experience replicated the point of view of an unborn child in the womb, following which officers were asked to consider what they would do differently empathising with the impact on the unborn child; the second VR experience was aimed to highlight manipulation of police officers by the DA perpetrator, minimising the impact of the abuse and its impact on the child. Once more, officers were asked to think about how they would tackle the situation differently, and crucially, how they would react to the child in that situation.

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OUTCOMES



50% half of respondents (50%) said it had made them more aware of the impact on children and so to change their approach accordingly.

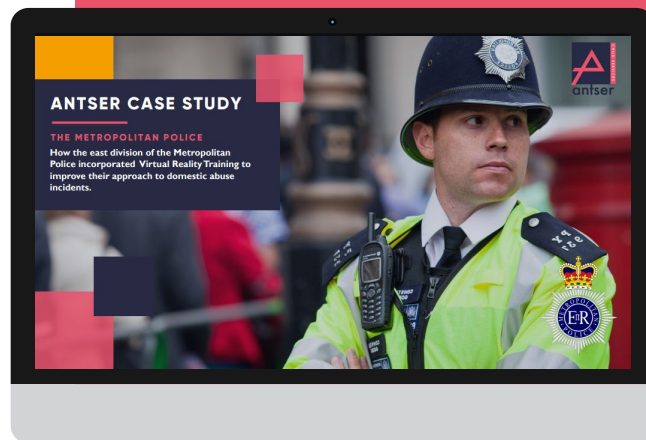
31% (31%) said they would now try to better understand other perspectives of abuse and be more aware of their attitude and behaviour towards victims, as well as spending more time with them following a call out to an incident.



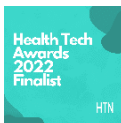
A number of respondents also said the training had prompted them to improve their level of assessment and communication; to make sure they are correctly documenting information to provide a “good picture of the environment” and to utilise sensational wording to better highlight the risk factors affecting vulnerable parties for other agencies to see.

“As the power of technology continues to grow, we have been fortunate to have been able to experience first-hand how VR can directly help frontline officers to better understand the impact of domestic abuse and to create a safer place for children, young people and survivors.”

John Carol, former Detective Superintendent – Head of Public Protection



PROJECT OVERVIEW



Throughout this award-winning partnership, Antser has worked closely with the Darent Valley hospital, training staff members, including midwives, to enhance empathy and understanding towards patients.

Setting out with the aim to transform the hospitals approach towards training, the partnership aimed to ultimately increase staff members empathy, change attitudes, and modify behaviours to enable positive outcomes for patients by immersing users into 'real-life' scenarios.

Since using the VR technology across its training and services throughout 2021/22, the NHS Trust has continued to see several powerful outcomes.

Following the implementation of VR, the number of safeguarding referrals to the team has increased considerably, showing the innovative health tech is having a positive impact on the workforce being more aware of potential safeguarding issues for families, children, and young people. The quality of the referrals has also improved containing more detail to ensure the correct support/services are put in place for the family.

OUTCOMES

306

To date, 306 staff members have now completed the level 3 safeguarding training programme, including A&E midwives, Intensive Care Unit and Obstetrics and Gynaecology (O&G) department

75%

Results from the safeguarding training revealed that while 48% of practitioners reported having a good understanding of child safeguarding, once viewing the VR content, this increased to 75%

51%

Other results revealed before viewing the VR content, 1% of the practitioners felt they had some understanding of adverse childhood experiences (ACE's) but after viewing the VR content, 51% of practitioners reported their knowledge of this topic greatly increased.

"The feedback we have had from staff, from the training, has been really positive. They felt that the training was really exciting, it's really meaningful and engaging, and it's driven home the messages that for years we've been trying to get through to staff." Sonya Stocker, Senior Sister, Darent Valley Hospital part of the Dartford and Gravesham NHS Trust

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MEET THE VIRTUAL REALITY TEAM

MANAGEMENT

MOHAMMED HUSSAIN COMMERCIAL DIRECTOR



mohammend.hussain@antser.com

As Commercial Director Mohammed's focus is on revenue growth, leading the business development team, through planning and the strategic delivery of our solutions across the health and social care sectors. Mohammed has 18 years' experience in successfully delivering technology-based transformation services across a wide range of sectors.



serena.hadi@antser.com

SERENA HADI HEAD OF VIRTUAL REALITY

Serena brings a wealth of knowledge having worked across statutory and independent children's services. Social Work England registered, Serena has over 10 years' experience of managing teams within local authorities, engaging stakeholders, quality assuring services and implementing and managing service improvement plans.

CLIENT SERVICES

SHALENE LEMMIE VR SERVICE MANAGER



shalene.lemmie@antser.com

As VR Service Manager and registered Social Worker with 15 years focus on children and families, Shalene brings a wealth of knowledge around the complex issues facing children and families, and, crucially, a clear understanding of how best to integrate VR into the care system.



abby.cooke@antser.com

ABBY COOKE VR SERVICE MANAGER

Abby brings a wealth of experience from working across Children's Social Care as a registered Social Worker, and most recently a team manager in Adoption with a Regional Adoption Agency and has a strong understanding of the issues facing children and families and ways in which Antser VR can support positive outcomes.

CALLUM HURLEY VR OPERATIONS AND TECH SUPPORT



callum.hurley@antser.com

Callum works closely with our partners as a VR specialist, helping enhance their VR experiences to suit their target audience. Callum is responsible for the admin, manages the headset inventory and assists with technical support.

We are a subject matter-led organisation, bringing together a wealth of experience to support children, adults, families, communities and professionals.



Antser was born out of a desire to achieve positive change in the health and social care sectors through a connected and transformative approach. Combining talent, technology and innovation with one goal in mind – to achieve better outcomes for children and families.

Why? Because we care and we know things can be done better; this drives us daily and to continually grow to provide solutions which are fundamentally designed to ensure they make a real difference to those who use them.



CONTACT INFORMATION



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