‘Risking your Dignity? Hearing the Citizen’s Voice’
A conference for practitioners
who work with adults at risk

Evaluation Report by the Birmingham Safeguarding
Adults Board, the Practitioner Alliance for Safeguarding
Adults and the Birmingham Care Development Agency

Date of Conference: 15th May, 2014
Date of Report: 18th August 2014
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Signed..................................................................................

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Pete Morgan
Chair, Board of Trustees,PASAUk
Signed..................................................................................
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Why did the Birmingham Safeguarding Adults Board (BSAB), the Practitioner Alliance for Safeguarding Adults (PASAUK) and the Birmingham Care Development Agency (bcda) hold this conference?

Adult Safeguarding is moving towards becoming a statutory function with the introduction of the Care Act (2014) which was given royal assent on the day of this conference. The conference aimed to put a spotlight on safeguarding and dignity and focused on the progress that has been made in ensuring that all services are delivered to people with dignity and respect.

The BSAB was keen to undertake this initiative as it has a remit to promote, inform and support multi-agency safeguarding work in Birmingham. It seeks to ensure that the Department of Health’s key safeguarding principles of Prevention, Protection, Empowerment, Partnership, Accountability and Proportionality provide a framework for Board partners to measure the work they do to safeguard adults and improve outcomes for users of our services and their carers. Holding learning events such as this raises the profile of safeguarding and helps practitioners to improve their practice and to support adults at risk to enable them make choices and get the outcomes they want from safeguarding.

The conference aimed to provide opportunities:

- to raise the profile of safeguarding and dignity nationally by delivering an event which combined the knowledge and expertise of PASAUK - a national organisation supportive of practitioners working with people who use our services and who are, at time at risk of abuse – together with BCDA’s experience of running successful conferences,

- to hear about key national changes/developments in regard to the law, policy and best practice including the role of the Health and Social Care regulator (CQC) and other key organisations including Police and NHS England,

- to hear about the Carer and User perspective on a national and individual level,

- to reflect on key lessons in relation to abuse or poor practice as told by ‘experts with experience’,
• to explore the dilemmas inherent in protecting and empowering adults who might be at risk of abuse and learn from other practitioners as well as people who have experienced poor care or abuse,

• for interactive learning and networking via workshops as well as giving key information/updates to all delegates through key note speakers.

Attendees and Statistics

Was the conference delivered to a multi-agency audience?

Attendance Figures: In what capacity are you attending today?

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Advocacy</td>
</tr>
<tr>
<td>67</td>
<td>Birmingham City Council - Local Authority</td>
</tr>
<tr>
<td>1</td>
<td>Education</td>
</tr>
<tr>
<td>31</td>
<td>Health Sector</td>
</tr>
<tr>
<td>4</td>
<td>PASAUK Trustee</td>
</tr>
<tr>
<td>4</td>
<td>Social Care – External/ Local Authority</td>
</tr>
<tr>
<td>5</td>
<td>Third Sector – Private, Independent and Voluntary</td>
</tr>
<tr>
<td>1</td>
<td>West Midlands Ambulance</td>
</tr>
<tr>
<td>3</td>
<td>West Midlands Police</td>
</tr>
<tr>
<td>2</td>
<td>User Carer Representatives</td>
</tr>
<tr>
<td>2</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

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Statistics relating to attendance/non-attendance

- 121 delegates signed in and attended the conference
- 103 evaluations forms were completed (86%)
- 16 people presented or facilitated a workshop
- 12 staff formed the Project group for the conference (5 from BSAB, 5 from bcda, 2 from PASAUK; 2 did not attend on the day)
- 147 attended the conference (delegates, facilitators and presenters).

What was the cost of the Conference?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>£5,006.35 (excluding VAT)</td>
</tr>
<tr>
<td>Speakers*</td>
<td>£693.50 (excluding VAT)</td>
</tr>
<tr>
<td>Programmes/folders</td>
<td>£837.00</td>
</tr>
<tr>
<td>Total</td>
<td>£6,536.85</td>
</tr>
<tr>
<td>*most speakers made no charge to the Board</td>
<td></td>
</tr>
</tbody>
</table>

This equates to approximately £54 per delegate place.

Format of the day

The conference ran from 10.00am until 16.30pm with lunch for delegates and time for networking. The event was chaired by the PASAUK Chair and introduced by an elected member for Birmingham. Six key speakers presented to the whole conference with a morning and afternoon workshop interspersed. Delegates chose 2 out of 8 workshops to attend. The workshops focused on key areas of practice relating to the safeguarding and dignity agendas.

Two of the conference presentations were delivered from a carer/user perspective. Of the 8 workshops, one was facilitated by a user of services, one by a service provider, one by an advocate, two by Independent Consultant trainers, 2 by academics with specialist knowledge/research interests.

All power point presentations/materials have been uploaded to the BSAB and bcda websites and delegates/staff have been informed.
Graphic facilitation
The presentations to the conference were ‘graphically facilitated’ by 2 members of bcda staff so that we have a pictorial memory of the event which highlights key areas of the presentations/discussion and makes the content more accessible to all—please see below.
Aims of the Conference

- To demonstrate the role of the law in Dignity and Safeguarding and the implications of the Care Bill for practice
- To showcase the carers perspective of raising concerns around service quality and safeguarding issues
- To highlight the impact of Hate Crime and remedies to deal with it
- To identify some of the accountabilities of the Care Quality Commission in ensuring dignity for people who use health and social care services
- To consider the role of NHS England in promoting good practice in relation to Dignity and Safeguarding
- To bring key practice issues and dilemmas that service user, carers, practitioners and organisations may face when someone is at risk of abuse
- To consider how services can preserve the dignity of service users, their families and the staff working in a variety of health and social care settings
- In addition, delegates were provided with a choice of eight workshops to extend their learning

Did the participants think the aims of the conference were met?

<table>
<thead>
<tr>
<th>Has this learning informed you about.....</th>
<th>YES</th>
<th>NO</th>
<th>No Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>The role of the law in Dignity and Safeguarding and the implications of the Care Bill for practice?</td>
<td>101</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>The carers perspective of raising concerns around service quality and safeguarding issues?</td>
<td>103</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>The impact of Hate Crime and remedies to deal with it?</td>
<td>99</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>The role of the Care Quality Commission in ensuring dignity for people who use health and social care services?</td>
<td>79</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>The role of NHS England in promoting good practice in relation to Dignity and Safeguarding?</td>
<td>86</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
Has the learning provided you with an opportunity to consider and explore……

<table>
<thead>
<tr>
<th>Key issues/dilemma’s that service user, carers, practitioners and organisations can face when someone is at risk of abuse?</th>
<th>101</th>
<th>0</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>How we can maintain the dignity of service users, their families and the staff who support them?</td>
<td>100</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

**Qualitative Comments from delegates re conference aims:**

- A lot packed in to the day. Very informative but would have preferred a bit more time in the workshops or other interactive sessions. Felt the day was a bit rushed through – maybe too much on the agenda?
- A well-arranged and delivered conference. In the future you could consider providing the opportunity for networking between attendees.
- All very good. Good forum for meeting other professionals and associates.
- Are service users really listened too? – involve families more, better signposting.
- Carers at the event said they wanted more time on dignity issues and learning and training for everyone in social & health care.
- Carers perspective - was excellent to hear Julie’s experience. Will look for contact in local area for Cure the NHS.
- Excellent conference.
- Felt the workshops were short. A longer more wider presentation would have been more beneficial. You called professors from University and other speak (delegate did not finish this sentence).
- Found all the presentations to be informative, gained a lot of awareness and understanding of a range of issues, maintaining a focus on dignity and Safeguarding.
- Good basic introductory overview with level of understanding that I require within my line of work.
- Good presentations by all – good learning achieved.
- Good range of speakers.
- In future improve on time management to allow for question and answer session. Overall a good conference and I believe I have benefitted
immensely on a professional and personal level.
- Informative, empathetic and moving – Julie and Jan – inspiring to support.
- NHS speaker used abbreviations and jargon that I did not understand.
- Not enough group work, too much information and not enough activities regarding area of discussions. More involvement in workshops instead of providing information e.g. case scenarios use the opportunity to discuss case examples/practice.
- Overall the conference was too rushed with not enough time to really think/digest and take part. Mandy Sanghera was absolutely brilliant – wished we had more time.
- Really informative to know a bit more around hate crime. I enjoyed presentation from the speakers. Workshop 6 (concealed forms of abuse) - speaker was very knowledgeable and would love for her to share more knowledge on honour & culture as a training session.
- Reinforced a lot of my understanding.
- The law and carer perspective was particularly interesting.
- Time in workshops was short.
- Today’s conference has been very useful but felt a little rushed. It would have been nice to cover all topics over a 2 day period.
- Very helpful to update around law. Extremely powerful to hear Julie Bailey. Interesting provider perspectives – good positive benchmark.
- Very informative excellent learning.
- Very interesting keynote speakers.
- Very useful information relevant to my work role and thought provoking.
- Very well paced with good clear lectures giving a lot to think about.
- We need to listen more to what people want and how we are going to deliver care. Consider our services through budget cuts.
- Well attended with a wide range of topics.
- Workshops did not have enough time to explore individual subjects/topics.
- Workshops too short of time, feel rushed. Good practice to be taken away but due to time constraints was unable to share and participate

Has this event highlighted any areas in which you would like further information/learning?
- Bcda to arrange some refresher Safeguarding courses for managers.
- Could be longer and done over a few days.
• Direct payments appear to be open to all kinds of abuse, i.e. financial and physical neglect. Can Safeguarding Board take a more proactive role in creating preventative mechanisms?
• DoLS – cases of good practice - lessons learned
• DoLS – new requirement and impact
• Further exploration of how the wellbeing principle relates to carers involved in Safeguarding situations.
• Further info on hate crime and issues of mental capacity. The role of the Police in prosecuting people who engage in hate crime when no formal assessment of capacity is in place.
• Further training of legal framework following the enactment of the Care Act 2014.
• Good workshop but time is limited to ask questions and get into groups to discuss our experiences.
• Hate crime – Would like to have the knowledge to share with the community by putting on events at the Norman Power Centre.
• How CQC affects Safeguarding in residential homes.
• How CQC affects SU’s in residential homes and how this is shared with practitioners.
• I would like a focus on the impact of cuts being made by the governments of vulnerable citizens and the Safeguarding implications. The idea of making people fit into service sand not services to fin individual needs due to government cuts. To look at the danger for the vulnerability of staff/professionals/service providers practicing in this new financially squeezed work environment. Safeguarding the wellbeing of staff. Are there no other ways the government can do this without adversely impacting on vulnerable citizens?
• Implementation of MCA.
• Institutional abuse.
• Issue of dignity v DoLS
• It would be good to have more awareness on honour and cultural abuse. More on working with the NHS on terms of a more open way of what’s being done to positively tackle abuse.
• Law update and guidance on safeguarding following up from the conference.
• Mental Capacity Act and Safeguarding. Health and Social Care to access in the same way.
• Mental Capacity assessments! Care Act and implications re: duty of care.
• More on mental health and more on dignity in terms of different cultures, religions etc.
• More around domestic abuse please
• More Safeguarding training opportunities. It is important and something all practitioners come across. Also could provide some useful contacts should they need to discuss concerns.
• Neglect – S44 MCA, FGM.
• Networking.
• Not sure at this stage as looking forward to seeing programmes from other workshops not attended. Possibly more on DoLS required.
• On-going training, review of training, Safeguarding champions.
• People need to be aware that there is a vulnerable adults hub that has been set up for vulnerable persons and crimes within the Police. Perhaps an input from officers would be beneficial.
• Police investigating crises where issues or capacity are evident. Domestic abuse/Safeguarding - I was unable to attend this workshop and would like further opportunity to do so in the future.
• Provide Safeguarding – respect dignity.
• Raising awareness and standards with providers in the city. Ensuring quality and dignity are integral components of all training.
• Safeguarding and mental capacity.
• Safeguarding in PHB’s.
• Safeguarding specific to shared supported living environments and dignity in care (with carers) in own tenancy? Get more care providers present at events.
• Safeguarding training to include carrying out the Safeguarding process and paperwork. More training for self-neglect and safeguarding. More joint Safeguarding training with NHS, Police, and social work teams (MASH) is a positive way forward.
• Safeguarding/Direct Payments. Safeguarding self-funders in community who will be signposted out of BCC with the financial constraints. Will Safeguarding go more undetected in the future?
• Self-neglect and the real issues
• The impact of privatisation on Safeguarding, in particular on housing where vulnerable people are forced to live when statutory supported accommodation is inaccessible to them.
• Timings of workshops need to be longer.
• To discuss further/the workshops I could not attend.
  o Training opportunities.
• Working in partnership with local communities to deliver a safe approach to supporting SU’s to feel independent, without worry and
feeling safe and not scared to make choices. Getting away from organisation driven to citizen driven services.

**Can you suggest 3 ways you will use learning from today’s event within your practice/daily lives**

1. A little more time in workshops.
2. Acknowledge/have a better understanding of self-neglect that will help me to improve assessments/outcomes.
3. Additional areas/issues - training.
4. Alert organisations to implication of Care Act.
5. All leaflets and posters to be displayed on ward to motivate/inform staff.
6. Areas for improving practice.
7. Awareness of what is happening to people in the community on a daily basis.
8. Be able to inform housing of their responsibilities.
9. Be more aware of feelings
10. Be more aware of maintaining dignity for a person whose dignity may be under threat.
12. Be more aware of the care issues discussed by J Bailey.
13. Be more mindful of people’s preferences.
14. Be more open minded.
15. Being able to listen to the service user.
17. Better practice through the clarity/purpose of Care Bill in dignity and safeguarding.
18. Care Bill implications.
19. Carers Perspective – Julie Bailey
20. Caseloads.
22. Consider/listen to person/carers.
23. Continue to listen to and work at empowering SU’s.
24. Developing my own knowledge base.
25. Dignity champion network.
26. Discuss re CQC
27. Do not impose one’s beliefs on others.
28. Duty
29. Duty of candour
30. Empower others to take control of their lives.
31 Enhanced confidence in multi-agency working.
32 Ensure privacy and dignity are always addressed.
33 Ensure risks are recorded.
34 Focus on users outcomes.
35 Forced marriages: Found this very useful and would like further training as this is an area that I need to develop further.
36 Hate crime – report it!
37 Hate crime confidence
38 Hate crime/commissioning.
39 Have a better understanding of partner agencies roles and practises.
40 Have taken resources back to share with staff and users of my service.
41 Helping with staff training.
42 Honour culture.
43 How MCA and Safeguarding link.
44 How to identify aspects of abuse.
45 I will be more aware of self- neglect/dignity and people’s rights v. capacity
46 In areas of advocacy role: more awareness of citizens who’s dignity is not recognised.
47 Increase my knowledge.
48 Inform colleagues of today’s event and information – very useful.
49 Inform self- neglect multi-agency policy development.
50 Inform staff with 1-1 support.
51 Inform with confidence about hate crime.
52 Learned from the speakers
53 Link and ask questions with other professionals.
54 Listen to the voice of service users care.
55 Look for triggering factors.
56 Looking at identifying hidden abuse.
57 Made me more aware of hate crime and what it is.
58 Make citizens safe and not miserable.
59 May use the info to advise people who I come into contact with.
60 More confident that if hate crime is committed that Police will take it seriously when reported.
61 More informed re hate crimes.
62 More priority of Safeguarding.
63 More training.
64 Networking opportunities.
65 Obtained contact details of other professional agencies.
66 Person centred – maintain this focus in all Safeguarding.
67 Producing safeguarding guide
68 Promote joint partnership working.
69 Put learning into practice – revisit care plans
70 Recognise and report hate crime.
71 Reflect on actual prevailing work situations and apply today’s learning.
72 Reiterate the importance of partnership working.
73 Reminds me of how important dignity in my practice is.
74 Report hate crimes.
75 Research topics raised
76 S/U’s and carers are top priority when dealing with Safeguarding.
77 Safeguarding, DoLS, Cheshire West Judgement.
78 Self-neglect/mental capacity assessments to be taken seriously.
79 Set up training for staff.
80 Share info with multi agency colleagues.
81 Share info with my colleagues.
82 Share knowledge with colleagues at work.
83 Share the information with staff I supervise.
84 Sharing information where appropriate.
85 Sharing knowledge with colleagues and students.
86 Sharing learning with colleagues.
87 Sharing the information with team members and colleagues.
88 Strategies to safeguard and maintain dignity.
89 Thorough checks – signs and symptoms – forced marriage etc.
90 To be aware of who and when to contact other professionals.
91 To give more consideration to the feelings of vulnerable people.
92 To inform staff and team who I work with and manage.
93 To look at key situations and know what to do and where to go.
94 Understanding new Care Act 2014.
95 Use information to do display re information on dignity within the care centre
96 Use information gathered from two workshops I attended
97 Wider picture
98 Will join PASAUK
99 Working in partnership
100 Would have liked to attend more workshops

**Additional Qualitative Comments:**
- A well-presented day although a little rushed.
- Action packed day. Lots to think about. Would recommend to colleagues.
• All info provided has been very useful.
• All the sessions were short and to the point. Speakers were very informative.
• All topics covered in detail but more time could be spent on each topic. I will research all topics but would like to attend any more in depth sessions.
• All very good. Strong speakers/presenters. All information very useful.
• All were very informative, in particular the law and carers perspective.
• Although the presentation on hate crime was necessary, the Police should have promoted the Vulnerable Adult Hub designated officers to deal with Born Safeguarding and investigation. Such crime shame it was not recognised.
• Better observation skills.
• Excellent day really enjoyed workshops gained contacts for useful resources.
• Extremely thought provoking to move forward with today’s learning.
• Found all presentations informative.
• Gathered useful information towards our daily assessment with patients as how to recognise forms of abuse etc.
• Good mix of guest speakers – It felt like a bit of a whistle stop tour at times but to be fair further information can be Googled on areas of particular interest. It’s only ever going to be a flavour of the subject matter on a 1 day conference.
• Great to explore dignity from the different perspectives.
• I do not feel that the presentation from NHS England was appropriate as I expected to hear more about their role with SG progress, partnership working and how it can be developed.
• If everyone was as passionate as Julie Safeguarding would not be necessary.
• J Rumble – Good informative presentation but due to lack of time she had to rush which was a shame.
• Julie – A very emotive talk which was clear passionate and infectious.
• Julie Bailey’s presentation was touching but at the same time very honest. I feel it really made me think hard about care I have observed during my training to become a nurse.
- One less presenter would have freed up time. Make it practice focused. Bureaucratic organisational structures information sharing less useful.
- Police – Hate campaign – Didn’t know about this.
- Poor on hate crime as presentation just gave a few categories of crime affected. Julie Bailey’s session was very, very good, impacting and a learning session.
- Presentations needed to be rushed due to time constraints and therefore no opportunity for Q & A’s.
- Speakers were very good on the whole, interesting and relevant.
- The best speakers in my view were those who applied the information they were presenting to either their own experience or real case examples, rather than just emphasising their presentation. I was most impressed with Julie’s presentation although it was very harrowing to hear.
- The presentation on Cure the NHS was moving and for me the central statement was that the patient needs to be at the top and those who work with them need to be above managers when it comes to the consideration and the addressing of the patients care needs.
- Time constraints – look at staffing levels. Review complaints so we make changes to address issues raised. Focus on what we can do better at all levels to make this work focusing on feedback in areas from staff discussion.
- Using law and legislation. It has been helpful in finding ways of how to assist someone to maintain dignity and respect.
- Very knowledgeable and informative and enjoyed our group discussion.
- Very useful information sharing comprehensive information that will inform my practice. Very good conference.
- Will undertake further learning to follow up learning from today’s events

**Evaluation on Keynote Speakers**

**Feedback**

<table>
<thead>
<tr>
<th>Law Commission</th>
<th>99% scored presentation as good or excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cure the NHS</td>
<td>99% scored presentation as good or excellent</td>
</tr>
<tr>
<td>Safe &amp; Settled</td>
<td>100% scored presentation as good or excellent</td>
</tr>
<tr>
<td>Hate Crime</td>
<td>96% scored presentation as good or excellent</td>
</tr>
</tbody>
</table>
Safeguarding & Dignity in Primary care

66% scored presentation as good or excellent
29% scored presentation as adequate

Regulation & Inspection 98% scored presentation as good or excellent

Additional Comments:

- Cllr Bedser refrained from using a microphone and I found it very difficult to hear him. Could you ensure that in future conferences all speakers use microphones as it is a large room (I wear 2 hearing aids).
- Commissioning (NHS England) was quite “dry” due to nature of subject matter. Not convinced that “services” understand the complex NHS.
- Direct question answer sessions following presentations not accommodated within the time framework of this workshop - not quite the same when everything is addressed at the end of the day.
- Enjoyed workshops but could do with being extended.
- Excellent day really enjoyed workshops gained contacts for useful resources.
- Excellent speeches very emotive and thought provoking.
- Good quality/knowledgeable/informative and invaluable.
- I felt dignity theme was missing from NHS England slot.
- J Bailey’s experiences were touching but at the same time dreadful as well.
- No time allocated for Q & A’s and sharing on presenters topics. Not quite the same when this has to be done using this evaluation.
- Overall the speakers /presenters were clear and thorough and I enjoyed all of the presentations.
- Shocking information and facts that was shared from Julie Bailey. This information made you think about personal experiences, work, public service etc.
- Some of the speakers were rushed. We were not given enough time for interaction to digest the information.
- Speaker 1 was very informative.
- There were a lot of subjects to cover and not enough time for some very useful objects to be explored in more detail.
- Very informative presentations with some provocative materials to
consider and indeed act upon. I will pass on this information in a variety of forums I attend.
• Will undertake further learning to follow up learning from today’s events.

### Workshop Evaluation

<table>
<thead>
<tr>
<th>Topic</th>
<th>Good/excellent %</th>
<th>Adequate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The service user perspective</td>
<td>77</td>
<td>19</td>
</tr>
<tr>
<td>2. Managing concerns of Self-neglect</td>
<td>98</td>
<td>2</td>
</tr>
<tr>
<td>3. The role of advocacy in ensuring Dignity</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>4. The role of housing staff</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>5. Dignity in situations of Domestic Abuse</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>6. ‘Concealed’ forms of abuse</td>
<td>84</td>
<td>16</td>
</tr>
<tr>
<td>7. The Service Provider perspective</td>
<td>78</td>
<td>22</td>
</tr>
<tr>
<td>8. Is there a tension between empowering and protecting people?</td>
<td>94</td>
<td>6</td>
</tr>
</tbody>
</table>

### Qualitative Comments:

- 1 & 3 – Workshops to be very useful but too much information with little time to reflect on different topics.
- 2. Managing Self neglect - Needed more time on self-neglect as I am very interested in this subject. Excellent speakers would like to know more.
- 6 (Concealed forms of abuse) & 8 (Tension between empowering...) both excellent workshops.
- 7. SP Perspective – Good speaker but too personal to his own home which he made sound perfect! A more general talk would have been better.
- 7. SP Perspective – Very interesting session and thought provoking to hear of provider’s perspective (unable to attend both workshops).
- Additional information that was available was good and will use these as part of sharing information.
- Advocacy presentation – more about the benefits of advocacy in regard to giving the vulnerable adult a voice in Safeguarding scenarios would have been helpful. Felt some of the information was promotional relating to the agency instead of about advocacy in general. More about the advocacy models would have been useful instead of reading several case studies.
• All good speakers and workshop facilitators.
• All need time/resources to support complex subject (SG). Cutback will be the stumbling block.
• All speakers gave relevant information.
• Attended 1 and 2 – First workshop, everyone had to say a statement about themselves which was a bit basic and time wasting. Both workshops gave good info. The second (self-neglect) was better as more relevant information and involved participants.
• Both sessions very rushed – longer sessions would have been better.
• Both workshops were adequate but the SU perspective was more involved, emotive and though inducing. (also attended Self neglect).
• Concealed forms of abuse was brilliant but needed more time. Work being accomplished on wide scale and challenges hurdles to overcome was an eye opener. More time needed.
• Concealed forms of abuse workshop most useful (also did Role of housing staff) as this is the area that I need to develop further.
• Could have had more information about the perspectives what that person/s would expect from agencies. Didn’t find SPP relevant to my job role.
• Covered too much in too little time
• Did workshops 2 & 5 and both were cut short so this was a little less than expected.
• Excellent workshops although rushed. Too much squeezed into available time.
• Felt rushed within workshops would have preferred so spend more time doing group work.
• Good info from provider in how they challenge/overcome the daily ongoing issue: training, poor practice, family involvements, cultural needs etc. in order to address dignity, person centred service.
• Good info from workshops even though I would not come across these scenarios in my role.
• Good informative presentations (2 & 3).
• Good interactive workshops but needed more time.
• I found it very important that we could hear from the perspective of a service user. It helps to gain a clear idea of how assistance from various organisations can play a great impact in their lives.
• It was a shame that concealed forms of abuse was cut short due to delays as I was really interested in hearing the full workshop. Great presenters for both (2 & 6).
• Limited time for workshops.
• Lovely venue excellent for workshops but too many good any interesting workshops to choose just 2 from.
• Mandy Sanghera – brilliant! Would have liked much more time to listen to her.
• More time needed to research findings rather than table discussions in the self-neglect workshop. Limited time available and as such would have liked session to deliver more information and findings.
• More users stories.
• Not enough time for scope of topic.
• Not enough time to gain all the information that needed to be delivered (3 & 2).
• Provider Perspectives – small view of one provider with good practice at heart of service. Focusing on physical and emotional well-being.
• Rushed morning workshop due to time constraints which I feel did not give sufficient time to explore issues. Never the less food for thought, thank you.
• Rushed sessions due to time constraints. More discussion time would have been good as would more time for workshops.
• Shame workshops were a bit rushed as we lost quite a bit of time first thing.
• SP perspective was good, as a provider he knows what to say to fulfil users expectations. Questions were answered satisfactorily. SU perspective was okay.
• SP Perspectives 2. SU Perspectives
• SU perspective – Not enough time to explore all the issues.
• SU perspective workshop was useful but more information about the experience of being the subject of Safeguarding would have been useful.
• Tension between empowering….. Good workshop but difficult to fit so much into time available.
• The role of housing/Managing concerns of S-N: Content was excellent and speakers very knowledgeable.
• The session I attended was very well structured and well received.
• There is a need to ensure that time management is adhered to although presentation was excellent however the facilitators had to rush their presentations to meet the deadline.
• Time limited in last workshop.
• Unfortunately the afternoon session was not relevant to my role
• Useful and diverse range of workshop topics.
Useful and informative sessions.
Very balanced sessions.
Very interesting topics but not given enough time in workshops to cover topics enough.
Very useful workshops. More information (time restraints) on honour abuse.
Went to wrong workshop in afternoon. Both sessions were good and very informative
Workshop 6 – second session had less time to go through slides.
Workshop rushed more time required.
Workshops interesting but could be longer.
Would have been good to have copy of slides as everything was rushed through. I would have liked to share with my team. We talked in length about piecing together information but putting it in practice will be challenging because of time constraints. Nothing is focused around a 24 hour level of service with limited resources/practices discussed but you can’t compare as our structures are different. I agree with the SU perspectives but some of the examples are not realistic in doing within BCC because of budget cuts.
Would have been great to have more time in workshops.
Would have liked to attend all the workshops.
Would have liked to have attended more workshops as the two I attended were very good (1 & 7).
Would have preferred more speakers rather than workshops.

Final delegate comments on the day:

A lot of extremely useful info. Thank you.
A Q & A Session at some point in day would have been very useful.
A speaker from the Police around the VA Hub would have been useful to agencies (Social Care, NHS etc.) in order for them to have a contact to discuss concerns that may be criminal.
A well run day by all involved in conf., minimising chaos. Thank you.
An informative conference and the facility was very good and easy to get to.
Brilliant day.
Could have included culture competence/comparative.
Drinks need to be hot.
Excellent day loads to think about. Lovely venue with good parking and food.
Excellent informative day.
Excellent variety of information available. Would definitely attend again. I have really enjoyed the day, thank you.
Generally very enjoyable and thought provoking day with a good selection of subject matter although I often wonder if we try to cram too much in to a short space of time.
Good conference.
Good multi agency day.
Good overall but organisers need to improve on time management as there was no time for Q & A’s leaving areas where I need clarification
Good training day and would like to use this information in my practice.
Good venue lovely food and refreshments.
Good venue, food and facilities.
Great day, great hospitality but a shame about the lack of time.
It was unfortunate that we ran over time and things became rushed however an excellent day – thank you.
Knowledgeable speakers – engaging day.
Lunch was great – thanks.
Morning keynote speakers very interesting.
Moving around in different groups was a little disruptive. Some visual presentations did not cater for attendees with visual impairment.
Not enough time especially for the housing workshop.
Presentations and workshops were very rushed with no time for Q & A’s.
Service provided by bcda was excellent. Well done to Julie and the team and the BSGB members in organisation/welcome.
Taking Q & A sessions after each key speaker would have been good.
Thank you, well organised and put together.
Thanks for a well organised and interesting day.
Thanks you.
Thanks.
Unable to see screen clearly due to lighting and windows otherwise nice venue. Timing went wrong.
Very good conference with excellent organisation.
Very good informative day.
Very good with good use of time and excellent speakers. Good venue and met a very diverse group of attendees.
Very informative, could have used speaker from Vulnerable Adults Hub
so agencies know what Police do.

- Very rushed presentations
- Very useful day.
- Very valuable use of time, would like to have been able to stay longer.
- Very well organised but schedule was too tight.
- Well done and thank you for your invitation.
- Well facilitated.

**Conclusions and recommendations**

The conference was organised within a tight time frame formally commencing on March 6\(^{th}\) 2014 and running on 15\(^{th}\) May 2014. It was well attended, very well-received and delegates provided us with huge amount of helpful feedback to build on.

Overwhelmingly delegates fed-back that the conference had met its stated aims (page 8-9).

Comments about the overall event were very positive including:

- the variety and quality of the speakers “Informative, empathetic and moving”-Julie (Bailey) and Jan (Burns)-“inspiring to support”,
- the range of topics covered,
- the networking opportunities that the event provided,
- the facilities and the way the event was organised/run.

The 6 key presentations to the conference were generally rated highly by the delegates with between 96% and 100% of delegates rating 5 of the presentations as Excellent/good and one presentation rated by 66% of delegates as Excellent/good and 29% as Adequate.

One thread was that we had perhaps squeezed too much into the day as timings were tight but it is also clear that those attending appreciated the opportunity to learn from people with direct experience and also from recognised leaders in their fields and the interface with safeguarding and dignity.

Feedback included plenty of suggestions for further information and training e.g. in relation to mental capacity, the legal framework we operate under and
the Care Act, hate crime, institutional abuse, domestic violence, self-neglect, concealed forms of abuse, safeguarding in different environments and Direct Payments. (See pages 10-13).

Delegates gave us a huge number of examples of what they would take away from the conference to use in their practice/daily lives. There were many comments about being more person-centred, about focusing on the person/carer, listening, supporting, caring about the person’s feelings “make people safe not miserable”. A large number of people planned to go back to tell colleagues/staff about what they had learnt and share resources with them. Comments also included the Duty of candour and having more knowledge around self-neglect. (See pages 13-15).

In relation to Workshop feedback, the majority of people (in excess of 77% for all workshops) rated them as good/excellent with several scoring very highly e.g. 100% of people rated the Advocacy workshop as good/excellent and 98% rated the self-neglect workshop as good/excellent (see page 19). Individual facilitators were also singled out for praise “Mandy Sanghera-brilliant!”

Additional feedback included lots of positive comments e.g. very informative, concealed forms of abuse was excellent, too many good and interesting workshops to choose 2 from, content excellent, speakers very knowledgeable.

A strong message coming through the feedback on the speaker presentations and the workshops was that some of the most powerful presentations came from people who were talking about their personal experience and that delegates wanted more user stories, more from the service user and carer perspective and more focus on listening to them.

There was also a general message that delegates wanted more time to spend in workshops and this will inform future planning.

Finally there was a clear message that delegates are really keen to engage in training and learning events to improve their practice and deliver services in a way that is safe and that also preserves people’s dignity.
Recommendations

The staff who set up/facilitated the conference have met following the event. In view of the success of this joint venture we wish to make the following recommendations to the Board

- That the BSAB consider having an annual event in collaboration with a national organisation such as PASAUK which is clearly linked to supporting practitioners/good practice and also has links to national speakers to call on to present at conferences. This would both reflect and inform the work of the Board around safeguarding and dignity and help us to continue to improving outcomes for users of our services/adults at risk and raise the profile of the BSAB and partners.

- That we consider having the next event between February and April 2015. The rationale for this is that we need to prepare for the implementation of the Care Act in 2015, whereby we will be required to have a Strategic Plan informed by the views of users/citizens. A conference building on the theme of safeguarding, dignity and improving outcomes for adults at risk will be supportive of this.

- We should also tie this in with the work planned for later this year by the BSAB and BCDA around the Mental Capacity Act and Deprivation of Liberty Safeguards.

Appendix 1: Project Group

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