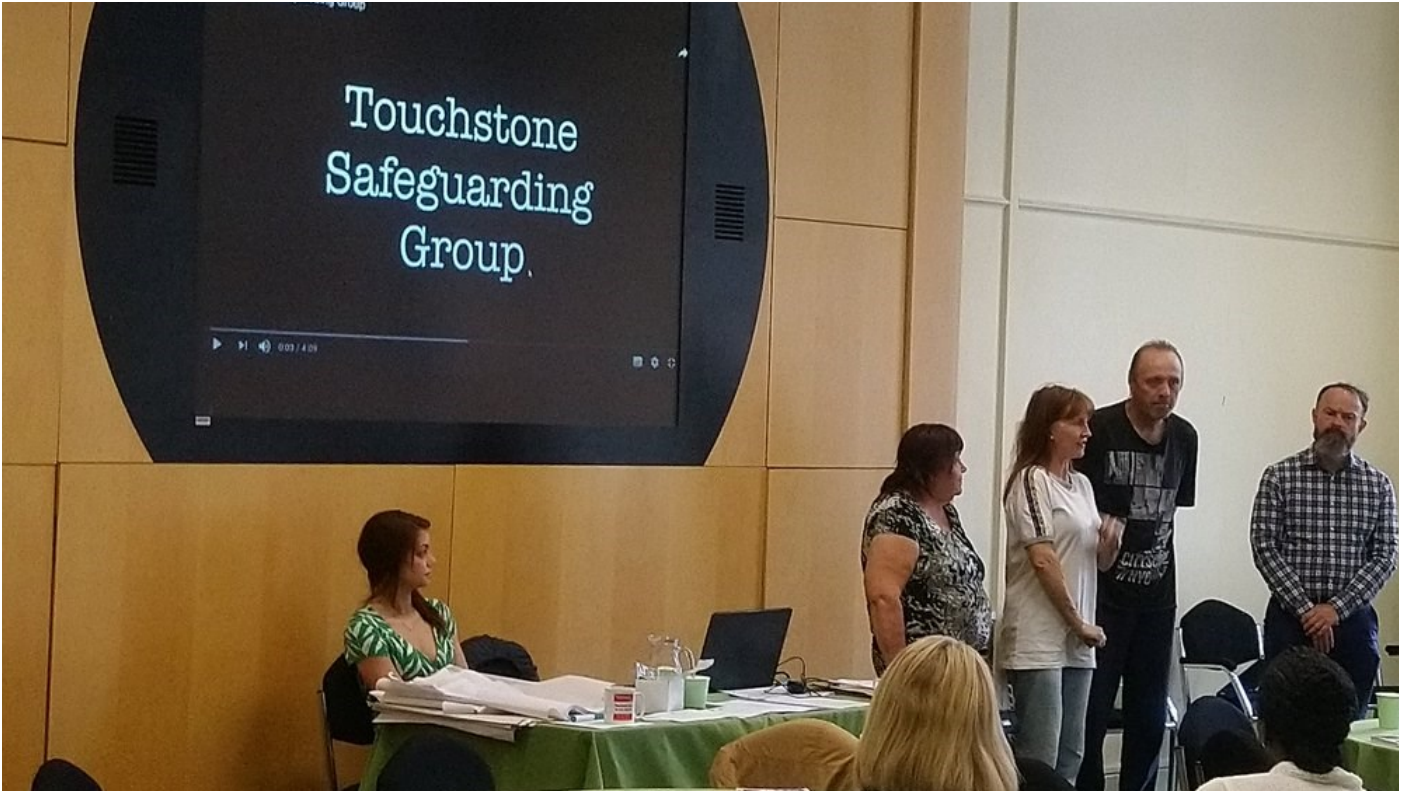


“**Advonet**”
Providing Independent Advocacy”



Safeguarding Feedback event

Notes from discussion groups

Friday 5th July 2019

1) How should we enable people to provide feedback?

- People came up with lots of ideas as to how people could provide feedback, including the usual - verbal, written, surveys, on a website and feedback forms. They also suggested some more interactive methods such as drama, poetry, storytelling, films, confidential text messages and group therapy feedback
- It was felt that a range of people could provide feedback and support feedback, including social workers, Independent Mental Capacity Advocates (IMCAs), advocates, care homes and community groups
- It was felt that accessible information, picture cards/visual aids and advocates/interpreters could be used to support people's understanding
- It was highlighted that the person requesting the feedback would need specific training on listening, reflecting, acknowledging, summarizing and understanding that they understood the person who was giving feedback
- A booklet or leaflet was requested to explain what the project's aims were and what would happen to the feedback

2) When should we enable people to give their feedback?

- The general view from the discussion groups was that information should be provided early, so that people can provide feedback at a point in time that suits them. This might be during the process, at the end or later on. It was also suggested that people may want to give feedback on more than one occasion (the view was that it shouldn't be a one-off)
- How people ask for feedback was considered key. It was also felt to be better if this was an independent person with a 'Let us know how we did' approach
- There was some confusion about whether this was feedback to improve the service for others, or feedback to improve the service for oneself. This was discussed on a couple of tables. Hence, alongside the opportunity to provide feedback on their experiences within this project, it was felt it needed to be clear that someone can speak to the safeguarding coordinator about concerns about their current situation – as they are the ones who can change the service/support they are receiving now. (It might be useful to reflect this in some of the information provided, perhaps)

3) What might the anxieties for practitioners or services be about the feedback process?

- In general, people felt that professionals would be worried about how the effect of negative feedback might reflect on their practice. Feedback needs to be constructive and not assign blame, it needs to deal with specific points. Practitioners feared retribution and reprisal

What practitioners' organizations can do?

- Provide managers that support their staff well
- Foster a culture of openness
- Include safeguarding in team meetings, appraisals
- Provide a non-judgmental safe space

What this project can do:

- Focus on the positives
- Do not blame
- Acknowledge that they hold and manage a lot of risk
- Provide a lead Practitioner or champion
- Provide information on why feedback is being collected
- Provide feedback from service users

4) What might the anxieties for those receiving support be about the feedback process?

- It wasn't clear what specifically people felt that service users' anxieties may be. However, people came up with lots of interesting ideas as to how to support and encourage people to participate
- Empower people, allow people to provide feedback in different ways, encourage supportive team work, listen, be patient etc.
- Celebrate success and share good practice
- Explain how feedback will be used
- If you are going to do something, then do it?
- Make people accountable

5) What questions should we ask?

People gave lots and lots of ideas that they thought might be useful to this project and have provided a great starting point for the Citizen's Panel (once established). Questions were wide ranging and included the process, aims and outcomes, thoughts, feelings and understanding of the SU, accessibility and inclusion.

One set of questions that was very clearly important to people was what was the impact of procedures and how/if and when they are reviewed. This would suggest that the project will need to be in contact with participants on more than one occasion.

- What would you like to feedback?
- What outcome did you want? What outcome did the social worker want? Were these the same; were they achieved?
- Do you feel safe?
- Was it proportionate? Risk averse?
- Were you involved? Was it accessible? How?
- What impact has it had on your life? Was it reviewed?
- What would you like to happen to your feedback?