



Evaluation Form Feedback

CB-NSG 'Resilience'

8th November 2019

Overall 34 forms were completed (3 via survey Monkey). 60 people planned to attend the meeting, with 50 people actually attending the meeting on the day.

Attendees rated the usefulness of presentations / workshops as follows:-

Presentation/workshop	Very useful	useful	Not useful	Not at all useful	Don't know
Family carer resilience by Debbie Austin	29	2	0	0	0
Staff resilience by Peter Baker	21	11	0	0	0
Introduction to Expert Advisory Groups by Ray James	8	20	2	1	0
Expert Advisory Groups membership (facilitated by Mary Busk)	0	3	0	0	1
Expert Advisory groups purpose and function (facilitated by Jacqui Shurlock)	5	7	0	0	0
Expert Advisory Groups working organisation and practicalities (facilitated by Beverley Dawkins)	2	2	2	0	0
Expert Advisory Groups How the group fits in (facilitated by Ben Briggs)	0	5	1	1	0
Next Steps by Ray James	8	15	2	0	2
Area resilience and working together by Dave Williams and Stef Smith	14	9	3	1	0
Family/Individual resilience workshop	14	3	0	0	0
Provider resilience workshop	4	2	0	0	0
Workforce resilience workshop	6	2	0	0	0
Services resilience workshop	3	1	0	0	0

Almost all presentations and workshops above were rated either useful or very useful with the exception of:

- Next Steps by Ray James, which received two 'not useful votes'
- Introduction to advisory groups by Ray James, which received two 'not useful' vote and one 'not at all useful'

- Dave Williams' and Stef Smith's presentation on services resilience which received three votes for 'not useful' and one for 'not at all useful'
- the morning workshops on working organisation and practicalities, and how the group fits in which received two and one 'not useful' votes respectively. How the group fits in also received one 'not at all useful' vote as a workshop.

Posters

Positive comments were received about the posters:

'I wasn't sure what to expect as initially I just sent in a poster. The day was great-useful information and very action focused'

'I found putting the poster together useful'

One individual said they enjoyed putting the posters together but was not sure that many people read it or digested it properly. They suggested a stickering system (like in an art gallery) to assess how many people are actually looking at the posters. If it is not working, perhaps we may need to rethink how we display them/ the fact that the slot to view them is at lunch time.

Additional Feedback

The evaluation forms included space for any additional comments. Overall, comments were positive and many highlighted the fact that the day was action and outcome focused. A small number of people who had not attended before explained that they did not know what to expect but found it extremely useful.

Some positive comments about the day included:

'Great to network, learn from others and develop links to share and develop ideas.'

'Great event, energy and quality of work. Love the action focus'

'Thank you for such a well-organised, reflective and enjoyable day'

'I expected to need to contribute- but what I got was ideas, enthusiasm and an opportunity to network; share ideas and move forward. I hope I can come to the next one!'

How people are planning on using the meeting

Attendees were given the option of several different ways in which they might use the meeting going forward. They were able to tick as many statements as applied to them, below is a table of the results:

I have thought differently about an issue discussed today	22
I have come away with approaches I will take into my role	18
I value the opportunity to take a strategic approach with other stakeholders	26
I have seen another perspective on an issue I already knew about	21
I have gained specific knowledge and information about an area I did not already know about	15
I gained knowledge and information that will help me in my role/professional life	20
I am aware of resources that will help me in my role	18
I have new information that I will share with my colleagues/my networks	23
I have come away with areas I want to discuss or investigate further	18

Work being taken forward outside of workshop actions

Attendees were asked to share in their evaluation forms work they would take forward individually that was not necessarily part of an action formed in a workshop.

According to the forms, some of the work being taken forward is:

- the sharing of CBF resources
- New ways to approach debriefings and liaising with services and other carers
- Sharing of contacts
- One individual is thinking about developing a family carer role within their team
- One individual is going to use Peter Baker's triangle for staff resilience in their ATU team
- One individual wants to liaise with the CCG to introduce supervision training for providers.
- One individual intends to incorporate resilience into their PBS work with their team of behavior consultants

Comparison with April 2019 CB-NSG:

The feedback from the 30th April 2019 meeting indicated that the majority of people most valued the opportunity to take a strategic approach with other stakeholders and gaining knowledge that will help in their professional life. At the November 2019 meeting, the opportunity to **take a strategic approach** was the highest valued aspect, however, the opportunities to **think differently about an issue discussed** (which was the lowest rated in April), and **having new information to share with colleagues/networks** came in next.

The lowest rated opportunities at the meeting were **gaining specific knowledge on an area I already knew about** (also one of the lowest rated opportunities in April), and in second place the following: **I have come away with approaches I will take into my role,**

I am aware of resources that will help me in my role, I have come away with areas I want to discuss or investigate further.