

**Post - Covid 19: A 'new normal' to deliver good outcomes**  
**Learning and changing.....?.**

Thursday 8<sup>th</sup> October 2020

**Feedback and Evaluation from the Challenging Behaviour National Strategy**  
**Group meeting**

**Overall**

47 people signed up to the meeting and 42 attended for at least part of the day, with the majority of participants attending the whole day. A total of 26 evaluation forms were completed on survey monkey.

Attendees were asked to rate the day out of 10 with 1 being poor and 10 being excellent.

- All respondents rated the event a 6 or above
- The average score was 9.1/10

14 respondents answered the question asking for suggestions for how CB-NSG meetings could be improved. 7 replies indicated they had no suggestions for improvement or left general positive comment about the meeting. Of the remaining answers, the most common themes were:

- Positive comments on the convenience of a remote CB-NSG (2)
- Requests for the presentation slides in advance of the meeting (2)
- Comments that the agenda was too ambitious, and more breaks would have been appreciated (3).

**Presentations and workshops**

<b>Presentation/ Workshop</b>	<b>Very useful</b>	<b>Useful</b>	<b>Not Useful</b>	<b>Not sure</b>	<b>Didn't attend</b>
<b>Family carer presentation, 'Free as bird'</b>	22	1	0	0	3
<b>Trauma Research presentation, 'Broken'</b>	18	5	0	0	3
<b>Update presentation from the Expert Advisory Group</b>	11	13	0	0	2

<b>STOMP/STAMP presentation and discussion</b>	13	9	1	0	3
<b>The use of PBS standards in CQC presentation and discussion</b>	10	13	1	0	2
<b>New Normal afternoon session</b>	15	11	0	0	0

Attendees were asked to indicate how useful they found the presentations and workshops delivered at the meeting. Almost all attendees (who completed the evaluation form) rated the presentations and discussions as Very Useful or Useful. As usual, the family carer presentation had the highest 'Very Useful' rating. It also generated the most activity in the Zoom chat, all of which was positive. Most common were expressions of gratitude for sharing and sympathy for the trauma suffered by the presenter's family. The presentation on CBF's recent trauma research delivered by Viv Cooper, had the second highest rating. This presentation also generated many comments and the allotted Q&A time had to be extended.

Respondents were given the opportunity to provide qualitative feedback on the presentations and discussions. 19 answers were provided. 5 of these answers simply stated there were no further comments while an additional 5 commented positively on the smooth organisation of the event, emphasising the inclusive nature of the discussion groups. Most of the remaining answers conveyed messages of thanks and sympathy to the family carer presenter, with a suggestion that a short 'getting to know each other' break-out room/reflection time would have been useful after her presentation.

*'Free as a bird was so strong I think we needed a break before carrying on, or some space to cope/consider.'*

**Outcomes and expectations**

Delegates were asked whether the event met their expectations and objectives. Nearly all respondents answered 'Yes' (with 1 not sure), with four respondents expanding on their answer. 2 of these qualitative answers gave positive feedback on the organisation and format while 2 commented on actions.

*'Yes - it's always really well organised and focused on getting people to commit to action. Not so clear whether actions are taken. Often feels that we all agree on what needs doing, but the people that could and should don't.'*

Attendees were presented with several different ways in which they might make use of the meeting going forward. They were able to tick as many statements as applied to them and of the 26 responses to this question 114 uses were identified, meaning that on average, each participant identified at least 4 ways in which the day had been useful for them. As was the case after the last CB-NSG in March 2020, the most popular statements were 'I value the opportunity to take a strategic approach with other stakeholders' and 'I have thought differently about an issue discussed today'. Only 6/26 respondents indicated they had gained awareness of new resources in comparison to 22/39 respondents from the March CB-NSG. It is worth considering how the new virtual format may have impacted this.

I have thought differently about an issue discussed today	16
I have come away with approaches I will take into my role	10
I value the opportunity to take a strategic approach with other stakeholders	19
I have seen another perspective on an issue I already knew about	13
I have gained specific knowledge and information about an area I did not know about	10
I have gained knowledge and information that will help me in my role/professional life	13
I am aware of resources that will help me in my role	6
I have new information that I will share with my colleagues/networks	12
I have come away with areas I want to discuss or investigate further	15

In future surveys, especially considering the new virtual format, it may be useful to add an open answer option, so that we can learn more about how attendees plan to use the meetings.

**The Format**

This was the first virtual conference event hosted by the CBF and the CB-NSG feedback form contained several (new) questions related to the format of the event and the technology used. It is interesting to note that none of the qualitative responses to ‘Do you have any other feedback on the presentations and discussion groups’ referenced the virtual nature of the event, suggesting that the overall CB-NSG meeting experience was not over-shadowed by the new virtual format.

25/26 responses to the statement ‘I found the format of the presentation followed by discussion groups productive’, were positive with 16 attendees indicating they ‘Strongly agree’ with the statement and 9 indicating they ‘Agree’. Similarly, all 26 responses to the statement ‘I found the format of the presentation followed by discussion groups interesting and engaging’ were positive, with 15 attendees indicating they ‘Strongly agree’ with the statement and 11 indicating they ‘Agree’.

Of the 19 qualitative answers provided on this topic, 10 simply indicated the format was good/they had no further feedback. Common points raised in the other comments were:

- More time for break-out rooms/ the ability to request extensions so that discussions didn’t get cut short
- Longer/more frequent breaks.

Whilst we don’t know exactly how much of the day non-respondents attended, the survey responses indicate that only handful of people didn’t attend the whole day.

Indeed, responses to questions on the virtual aspects of the meeting were overwhelmingly positive. All respondents agreed they found the technology ‘easy to use and experienced minimal technical difficulties’, with 19/26 respondents indicating they strongly agreed. No attendees used the IT helpline/email address made available to them. More importantly, 22/26 respondents indicated they ‘Strongly agreed’ with the statement ‘I would attend a virtual CB-NSG again’, while the remaining 4 respondents indicated they ‘Agreed’.

Additionally, in response to the question asking how the CB-NSG meetings could be improved, 2 respondents noted they preferred the remote meetings due to their convenience.

## **Actions going forward**

A series of actions were identified during the workshops, but delegates were also asked to note down actions they would personally be taking forward.

Most of the actions listed on the form were quite generalised, and nearly all were focused on sharing learning. More specifically:

- Sharing and highlighting trauma findings to professionals (7). Professionals indicated they would target their colleagues while family carers indicated they would target care providers they and other families interacted with.
- Continuing to promote STOMP/STAMP (2).

## **Email feedback**

As well as the evaluation form, some feedback was received via email. Comments in these emails included:

*'The discussion groups were great and they worked so incredibly well! It was by far the most seamless and easy movement of people in and out of online rooms that I've experienced in all the dozens of online meetings I've been to this year. I am in awe!! I think I was probably in the best possible discussion group with some great people, and the conversations flowed as if we'd known each other forever!'*

*'I found it really useful and was very impressed by the organisation of it all!'*

*'Thank you for the excellent CB-NSG last week - another great day - I'm so pleased to be a part of the Group.'*

*'I found the day both enjoyable and very helpful. Many thanks to you and your colleagues for hosting the day.'*

*'Just a quick note to give you and the team a pat on the back. They say you should do something scary every day and I bet trying to do your conference by zoom was scary. You probably had enough scariness to last you all month but I thought it went really well and I found the day very instructive.'*