



## Challenging Behaviour National Strategy Group (CB-NSG)

Are **WE ALL** ready? All parts of the system working together now to enable people with learning disabilities to have the right support, in the right place at the right time

**Wednesday 26<sup>th</sup> May 10am-3.30pm, via Zoom**

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

#### **Overall**

73 people signed up to the meeting and 44 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 7 or above
- The average score was 8.6/10

8 respondents answered the question asking for suggestions for how CB-NSG meetings could be improved. 5 replies indicated they had no suggestions for improvement or left general positive comment about the meeting. The remaining answers expressed the desire for more networking opportunities, including the chance to view other workshops' conversations and presentations and the suggestion that the break-out group discussions could be more robustly structured around action-table templates.

#### **Presentations and workshops**

##### **Presentations**

Attendees were asked to indicate how useful they found the presentations delivered at the meeting. All attendees who completed the evaluation form rated the presentations as Very Useful or Useful. As usual, the two family carer presentations (one in the morning and one in the afternoon) had the highest 'Very Useful' rating. The *Clustered Injustice* presentation was also well received and generated the most activity in the Zoom chat. Attendees submitted more questions than could be covered in the presentation's Q&A session, which were answered by Luke Clements after the meeting and will be shared in the CBNSG write up.

Presentation	Very useful	Useful	Not so useful	Not sure	Didn't attend
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<b>Family carer presentation, 'This is Elliot'</b>	16	3	0	0	7
<b>Clustered Injustice Research presentation</b>	12	5	0	0	8
<b>Winterbourne View, 10 years on</b>	16	4	0	0	6

## Workshops

Attendees were also asked to indicate how useful they found the discussions delivered at the meeting. All but one of the respondents rated their morning and afternoon workshops as 'Very useful' or 'Useful'. There were five morning workshops and four afternoon workshops, which were roughly equally well-attended. Attendees were invited to leave qualitative comments about their workshops and 12 answers were provided. The main themes were:

- Positive feedback on workshop facilitators- (3)
- Enjoyed the workshop/found the workshop useful-(4)
- Appreciation of the opportunity to share ideas and connect with others- (3)
- Not always focused on the topic/action focused- (2)
- Difficulties posed by virtual discussions- (2)

<b>Morning Workshop</b>	<b>No. of responses</b>	<b>Very Useful</b>	<b>Useful</b>	<b>Not so useful/Not at all useful</b>	<b>Not sure</b>	<b>Comments</b>
<b>Workforce</b>	2	1	1	0	0	<i>'chaired well so discussion was lively and informative'</i>
<b>Early Intervention</b>	10	7	3	0	0	<i>'stops thinking getting in a rut' 'hard to get real discussion on zoom'</i>
<b>Joined-up working</b>	4	2	2	0	0	
<b>Commissioning</b>	6	1	4	0	1	<i>'more time focused on solutions rather than presenting problems'</i>
<b>Housing</b>	2	2	0	0	0	
<b>Didn't attend</b>	2					

<b>Afternoon Workshop</b>	<b>No. of responses</b>	<b>Very Useful</b>	<b>Useful</b>	<b>Not so useful/Not at all useful</b>	<b>Not sure</b>	<b>Comments</b>
<b>Getting it Right</b>	4	3	1	0	0	<i>'made some useful connections'</i>

						<i>'look forward to linking with work in the future'</i>
<b>Involving people with LD in decisions</b>	6	5	1	0	0	
<b>Families and self-advocates campaigning together</b>	4	1	3	0	0	
<b>Families and Support workers working together</b>	7	4	3	0	0	<i>-really enjoyed' 'hard to get word in over zoom</i>
<b>Didn't attend</b>	5					

Respondents were given the opportunity to provide overall qualitative feedback on the presentations and discussions. 15 answers were provided. 6 of these answers simply stated there were no further comments while an additional 4 commented positively on the smooth organisation of the event, emphasising the high quality of the information in the presentations and meeting papers. 2 respondents indicated they felt inspired by the meeting and the opportunity to connect with like minded individuals. It was noted that it would be better to spend more time focusing on discussing solutions than presenting problems and issues.

*It is so uplifting to be part of a likeminded group that have the interests of people like my daughter at heart. Somethings are hard to hear such as the tea, smiles and empty promises film, but knowledge is power, so we have to make ourselves aware.*

**Outcomes and expectations**

Attendees were asked whether the event met their expectations and objectives. 24 responded to the question, with 22 giving answers that affirmed the meeting did meet expectations and objectives. Several respondents expanded positively on their answer.

*'Yes, always an invaluable opportunity to be updated on major policy issues and to have the chance to join break-out groups for discussion with other members'*

*'Yes, although I look forward to seeing the actions committed to, written down, as the day was fast paced and it was hard to take in all the feedback.'*

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 135 uses were identified, meaning that on average, each participant identified at least 5 ways in which the day had been useful for them. As was the case after the last CB-NSG in October 2020, the most popular statements was *'I value the opportunity to take a strategic approach with other stakeholders'*. At the last CB-NSG, only 15/26 respondents indicated they had *'come away with areas I want to discuss or investigate further'* compared to 21/26 respondents at this CB-NSG. The number who indicated they had *'seen another perspective on an issue I already knew about'* also increased from 13/26 to 18/26.

It is worth considering whether this change is the result of attendees attending afternoon workshops on different projects, rather than all attending workshops on the same project as was the case at the last meeting. The number who indicated that they had *'gained awareness of new resources'* remained low at 9/26 compared to 22/39 at the last **in person** CB-NSG meeting in March 2020.

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	23
I have seen another perspective on an issue I already knew about	18
I have gained specific knowledge and information about an area I did not know about	8
I have gained knowledge and information that will help me in my role/professional life	15
I am aware of resources that will help me in my role	9
I have new information that I will share with my colleagues/networks	14
I have come away with areas I want to discuss or investigate further	21
Other: <i>'I'm a parents ,just wish to push changes happen. I don't wish just talk and talk ,then 10 years no any changes ,wish to push government for changes'</i>	1

### **The Format**

This was the second virtual CB-NSG, but the CBF has hosted several virtual events since our very first virtual conference, the CB-NSG meeting in October 2020. This meeting's evaluation form contains several new questions comparing virtual CB-NSGs with in-person CB-NSGs.

Attendees were asked whether they would attend a virtual CB-NSG again. 24 answers were provided: 16 respondents indicated they 'Strongly agreed' they would attend a virtual CB-NSG again and 6 indicated the 'Agreed'. The two remaining 2 respondents answered they were invited guests.

Attendees were asked whether they had a preference for the format of a CB-NSG meeting and asked to choose from the following options:

- Virtual (16 answers)
- In person (4 answers)
- A hybrid of in person and virtual (7 answers)

4 respondents left comments, all of which highlighted the convenience of virtual events due to their geographic location and the inconvenience of travelling. One respondent expressed concern over the possibility of a hybrid event and instead suggested meetings are organised to alternate between in-person and virtual events.

### **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. Many of the personal actions were related to the afternoon workshop and sharing specific learnings and materials from these with colleagues. Other actions included:

- Starting/continuing to champion self-advocacy (3)
- Looking at new ways to bring together families and professionals (3)
- Taking steps to ensure that work is informed by more voices (4)

### **Email feedback**

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

*'I found the discussion really stimulating and informative, as always! You have built up an amazing network of supporters over the years, I'm always impressed by the range of people who turn up, not least all the family-carers.*

*Thank you for today – it was really useful*

*What a fabulous day – can I get an email with everyone from our group this morning and we can set up a sharing session?*