

“Listen to me and hear my voice”

**Safeguarding Adults Conference
11 November 2020**



Listen to me and hear my voice

The North Lincolnshire SAB conference 2020 was facilitated and delivered in partnership with adults with lived experience and professionals.

The adults chose the title of the event, they wanted to professionals to **hear their voice**, and **listen to what they were saying**.

The three **key themes** for the event were identified by them as **loneliness, fraud, and cuckooing**.





The adults with lived experience have also produced three guidance documents aimed at professionals, telling them what to look out for and what they should do to help.

Listen to me and hear my voice

Over 200 people booked on to the conference

197 people logged onto the event on the day

The adults who planned and facilitated the conference were supported to watch the event live

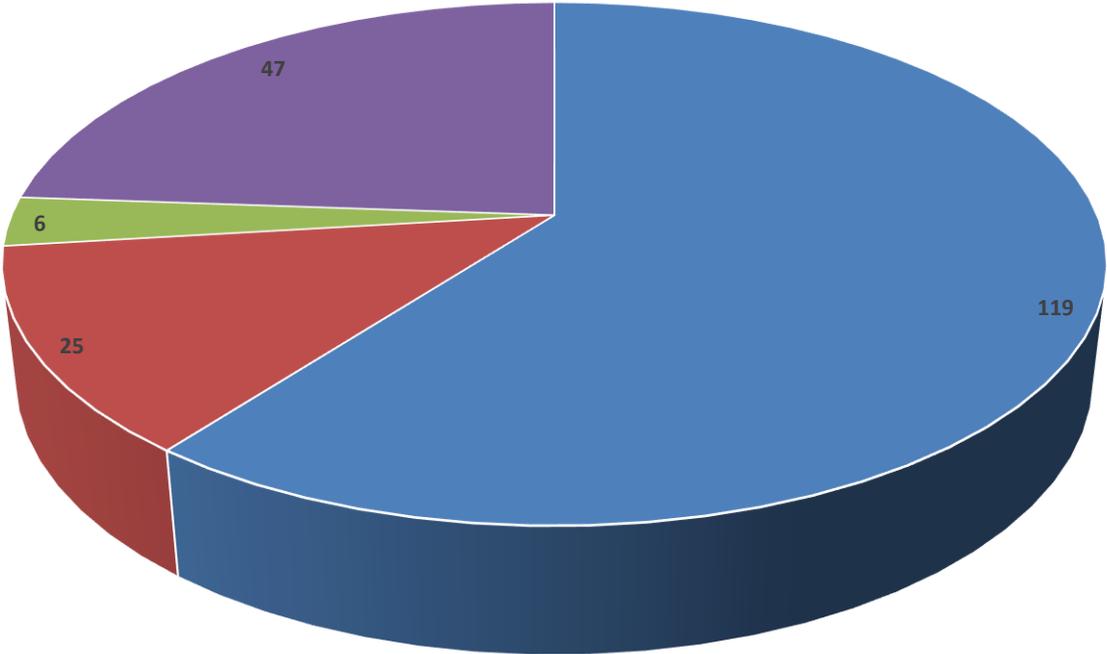
Front line practitioners and managers from over 25 different organisations attended, including:

- North Lincolnshire Council
- Clinical Commissioning Group
- Humberside Police
- Registered Care Providers (care homes and domiciliary care)
- Rotherham, Doncaster and South Humber Mental Health Trust (RDASH)
- Northern Lincolnshire and Goole NHS Trust (NLaG)
- National Probation Service
- Humberside Fire & Rescue
- Citizens Advice
- Department for Work & Pensions
- Primary Care
- ONGO
- Voluntary Action North Lincolnshire



Over 100 representatives from North Lincolnshire Council logged on, 25 from health organisations, 6 from Humberside Police and 47 from other organisations.

Attendance



■ North Lincolnshire Council ■ Health ■ Police ■ Other organisations

Feedback

At the end of the conference a live link was posted within the chat box and attendees were encouraged to complete a short survey, focussing on four key questions.

- Do you think what you have heard today will impact on how you help and support vulnerable adults in the future? And if so, how?
- Do you feel that as a result of this conference you have a better understanding of the key themes (loneliness, cuckooing, fraud and financial abuse) and how they affect vulnerable adults?
- Thinking about the conference as a whole, is there anything you feel could have worked better, or do you have suggestions for future events?
- The content of the conference, along with the resources produced by the vulnerable adults, will be available on the SAB website. How likely are you to use these and revisit the presentations to support your practise? [1 = Very unlikely to 5 = Highly Likely]

Impacts on practice and how this will help support people in the future

These messages will stay with me –

- Safeguarding is about the adult – not me
- The silence is deafening
- Just because I've been a victim doesn't mean I can't look after myself!

The information was invaluable

The conference did an excellent job of raising awareness of the three key themes

We have to learn to re-shape our conversations.

My professional curiosity has been raised, and the importance of listening recognised

The presentations heard today were eye openers, it showed me a totally different aspect to my patients lives

The lived experiences were impactful and thought provoking, both on a personal, and professional level – combined with professional views made for excellent learning

Do you think you have a better understanding of the key themes?

I now know what I can do to help the adults and prevent this kind of abuse

Yes, absolutely, especially from the adults perspective

Yes, I was shocked to learn exactly how this abuse affects the adult

Yes, the persons input made it so much more real for me

Yes, I didn't know what cuckooing was, but now I do and I can understand how easy it is for people to be led into these situations.

Yes, well done to all the adults who told us how this abuse affects them

Absolutely, all the presentations were brilliant and informative

Is there anything you think could have worked better?

No, it was very well presented and listening to the adults was the most informative

Well delivered and organised, well done to those who were empowered to speak out!

It was fantastic and lovely to see the vulnerable adults taking the lead. I liked that I could join online

Excellent, well designed and delivered, it left me thinking about how I can do this and where my services fit in with tackling the problem

It was very different and not something I've seen delivered like this before, I have never seen so much involvement from residents before. Your conferences are always so good and I can't wait for the next one!

Some of the videos froze and kept breaking up

I hope that when the restrictions are lifted the next conference will be in real life

Feedback from the adults with lived experience

"I have really enjoyed taking part in the conference, I liked doing the presentations and the filming"

Karen

"I was over the moon, with the conference, really over the moon. I loved being part of it. I was happy that I was able to give the professionals information and leaflets about what they can do to help vulnerable adults like me. It was very important information"

Derek

"Taking part in the conference and offering my thoughts on loneliness filled me with a great deal of pride knowing that perhaps my words might help other people. I want to thank everyone who included me, it was an absolutely wonderful experience"

Esme

"I really enjoyed being part of it, it was good to tell people about cuckooing and what to look out for so other people can be helped. I also learnt a lot of things about keeping myself safe too"

Lyndsey

Key messages

