Brighton & Hove SAB Safeguarding Adults Board

healthwatch Brighton and Hove

Safeguarding survey for adults

Healthwatch Brighton and Hove are running this survey on behalf of the Brighton and Hove Safeguarding Adults Board, which is overseen by Brighton and Hove City Council. We are completely independent of the NHS and the Council. More information about us can be found here. **This guide is designed to help you answer the survey questions.**

What is safeguarding?
Safeguarding is about keeping vulnerable adults safe. A vulnerable adult is someone who needs care and support when they cannot always protect themselves from abuse or neglect. The Council wants to stop abuse or neglect from happening. A group of organisations from across the city work together to protect the most vulnerable members of our community, this group is called the Brighton and Hove Safeguarding Adult Board (SAB). The Board want to hear about people's experiences so they can make improvements to how the safeguarding process works. More information can be found here.

What is the survey about?
This survey asks for your thoughts about how easy or difficult it was to make a safeguarding concern, whether you were kept regularly updated about what was happening, and whether you got the result you wanted. The information you provide will be anonymous. The survey has some free text boxes but please do not include personal and sensitive data in these that could identify individuals. Our privacy policy explains more about this - please click here.

Who can complete the survey?
The survey is for adults over 18 years of age. If you have made a safeguarding concern, or someone did this on your behalf, and you were contacted about this (that is, you were involved in a safeguarding enquiry or investigation) then we would like to hear from you. Please only complete the survey if the investigation into your concern has been completed. This is because we are interested in hearing your thoughts about the whole process. You can complete this survey yourself or ask another person to help you complete it.

Get in touch if you have any questions
If you have any questions about the survey, please contact office@hwbh.co.uk

Support available
You can find details about services which can support you here, or please ask us for details.
Thank you for taking part!

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SECTION 1 – INTRODUCTION

1. This question asks about who is completing the survey.

Please select only one answer for this question.

- If you are filling in the survey yourself, choose "*I am answering the questions based on my own experiences.*" Someone can still help you to complete the survey.
- If you are filling in the survey on behalf of someone else, choose " *I am answering the questions on behalf of someone else.*"

The rest of the answers in the survey should be based on the experiences of the person who was subject to the safeguarding enquiry. For example, if Tom had a safeguarding concern raised about him, the rest of the survey should be based on Tom's experiences only.

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2. This question asks about who first raised the safeguarding enquiry.

Please select only one answer for this question.

It's possible that more than one person or organization may have made a safeguarding concern on your behalf, but we want to know who first did this.

- If you first raised the safeguarding concern yourself, choose the option: "*I raised the concern myself.*"
- The second and third options let you say that someone else first raised the safeguarding concern and this could by either a friend or family member, or a professional such as a doctor, nurse or social worker. If the person is a friend and also a professional, you can choose whichever option you feel is more appropriate.
- The option "*Someone else*" means anyone who isn't a friend, family member or professional.
- It's OK to say that you can't remember.

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3. This question asks about who investigated your safeguarding concern.

You can choose more than one answer for this question as it's possible that more than one person or organization may have investigated your safeguarding concern.

It's OK to say that you can't remember.

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SECTION 2 - EASE OR DIFFICULTY OF RAISING A SAFEGUARDING CONCERN

4. This question ask you to think about how easy or difficult it was to raise a safeguarding concern.

Please select only one answer for this question.

Before answering this question, it might help you to think about how easy or hard it was to find the right information to help you. Did you find websites that you visited easy to use? Was it easy or difficult to speak to someone for advice?

You might think that overall, it was either '*very easy*' or '*easy*' to raise a concern.

Or you may think it was either '*hard*' or '*very hard*'.

If you do not have strong feelings either way (you're somewhere 'in the middle'), then select '*Neither easy nor difficult*'.

There is no right or wrong answer, it just comes down to how you felt.

The answer you give to this question may mean that you need to miss out the next question (Question 5).

For example:

- If you choose '*very easy*' or '*fairly easy*' to this question, then please **do not** answer Question 5. Please go straight to Question 6 instead.
- If you select any of the other three options for this question, then please go to Question 5 first before answering Question 6.

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5. There is space in the survey for you to tell us how you think the process of raising a safeguarding concern could be made easier or simpler.

There are no right or wrong answers, just tell us your ideas and thoughts.

An example is: "*I think the website could be a lot simpler as it was hard to find the information I wanted.*"

You can leave the box blank if you want to.

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SECTION 3 - YOUR EXPERIENCES OF THE SAFEGUARDING ENQUIRY

6. This question is about whether someone asked you what result you wanted.

Please select only one answer for this question.

When a safeguarding concern is raised, someone should contact you and ask you what you want to happen. Another way of looking at this is where you asked what result you want at the end of the process? This conversation should happen at the very start of the process.

Some examples of things people might want as a result are:

- changes to their care plan
- to feel safer
- to receive an apology for what happened to them
- to get support

But you might have said that you wanted something else to happen. The important thing is that you were asked for your opinion.

It's OK to say that you can't remember.

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7. This question is about whether you were kept up to date about your safeguarding enquiry.

Please select only one answer for this question.

You should be kept up to date about how your safeguarding enquiry is progressing (this might be called its 'status'). This question asks whether you received any updates.

It's OK to say that you can't remember.

The answer you give to this question may mean that you need to miss out the next question (Question 8).

For example:

- If you choose '*yes*' to this question, then please answer Question 8 before going on to Question 9.

- If you select '*no*' or '*can't remember/don't know*' to this question, then **do not** answer Question 8. Please go straight to Question 9 instead.

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8. This question is about whether the updates you received were easy to understand

You should only answer this question if you said '*yes*' to Question 7, otherwise you can leave it blank and go straight to Question 9.

Please select only one answer for this question.

If you were kept up to date about how your safeguarding enquiry was progressing, we would like to know if you found the updates you received easy to understand. Another way to think about this is, were the updates simple and helpful?

It's OK to say that you can't remember.

SECTION 4 – YOUR THOUGHTS ABOUT THE OVERALL SAFEGUARDING PROCESS

9. This question is about whether you felt included in decisions made during the safeguarding process

Please select only one answer for this question.

When a safeguarding enquiry happens, you should feel fully involved in the process. An important part of this is that you feel involved in any decisions that are made.

You might feel that you were always involved in the process *('Yes, fully'*).

Or you might feel that you were only involved some of the time ('Partially').

Or you might feel that you were not involved at all *('No, not at all'*)

It's OK to say that you can't remember.

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10. This question is about whether you felt listened to during the safeguarding process

Please select only one answer for this question.

Another important part of the safeguarding process is that you are listened to.

You might feel that you were always listened to *('Yes, fully'*).

Or you might feel that you were only felt listened to some of the time ('*Partially'*).

Or you might feel that you were not listened to at all *('No, not at all'*).

It's OK to say that you can't remember.

11. This question is about whether you got the result you wanted.

Please select only one answer for this question.

Earlier in this survey, Question 6 asked whether someone had contacted you at the start of the safeguarding process and asked you what you want to happen (what result you want).

Please think back to what results(s) you wanted, did you get these?

It might be that you feel you got the result(s) you wanted *('Yes, fully'*).

Or you may feel that you only got some of the results you wanted, but not all of them ('*Partially'*).

Or you may feel that you got completely different results, but you were still happy with them ('*The result was different to what I originally wanted but I am happy with it'*).

Or you may feel that you did not get any of the results you wanted ('*No, not at all'*).

It's OK to say that you can't remember.

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12. This question asks you to think about the support you received throughout your safeguarding enquiry and whether this made you feel safer.

Please select only one answer for this question.

Safer can mean different things to different people. Some examples are:

- Feeling protected from being hurt (being physically safe)
- Support which helped with your mental health and wellbeing (feeling emotionally safe)

This question asks you to think about the support you received and what difference this made to you.

It's OK to say that you can't remember.

The answer you give to this question may mean that you need to miss out the next two questions (Questions 13 and 14).

For example:

- If you choose '*Not applicable – I did not receive any support'* to this question, then please ***do not*** answer Questions 13 and 14.
- If you select any of the other options to this question, then please answer Questions 13 or 14 before going onto Question 15.

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13. This question is about how well different people and organisations worked together

This question wants to know how well different people and organisations worked together to support you during the safeguarding process.

Please select only one answer for this question.

Before answering this question, please note the following instructions:

- Only answer this Question if you chose '*Yes', 'Not sure', 'No',* or *'Not sure/can't remember'* to Question 12. Otherwise, leave it blank and go to Question 15.
- Importantly, this question is only relevant if you received support from **several people or more than one organisation**. If you received support from just one person or one organisation only, please select *'Not applicable – I did not receive support from more than one person or organisation'* and then go to Question 15.

It's OK to say that you can't remember.

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14. This question is only relevant if you received support from several people or more than one organisation

There is space for you to tell us the names of the organisations and people who provided you with support. This will help us provide feedback to them about who well they work together. The information you provide will be anonymous.

You can leave the box blank if you want to.

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15. This question asks you to reflect on your safeguarding experience, from start to finish and tell us how satisfied you felt overall.

Please select only one answer for this question.

Before you answer this, it might be useful to think back to how you answered the previous questions.

You might feel either *'very satisfied'* or *'satisfied'* with how your safeguarding enquiry was handled

Or you might feel '*dissatisfied'* or *'very dissatisfied'*.

If you do not have strong feelings either way (you're somewhere 'in the middle'), then select '*Neither easy nor difficult'*.

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16. There is space for you to tell us how you think the process of raising a safeguarding concern could be improved.

Before you answer this, it might be useful to think back to how you answered the previous question about how satisfied you felt overall.

There are no right or wrong answers, just tell us your ideas and thoughts.

Some examples are:

"*I think a leaflet would have been helpful, so that I could refer back to it and remind myself what was going to happen.*"

" I spoke to different people, and I sometimes found it confusing. It would have been helpful to have one person I could speak to throughout the process."

You can leave the box blank if you want to.

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17. There is space for you to tell us anything else about your experience of having a safeguarding concern raised.

Please do not include any details of your safeguarding concern. We do not need this information.

We are only interested in your ideas and thoughts, experiences, etc. There are no right or wrong answers

You can leave the box blank if you want to.

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18. Would you like to enter a prize draw, or take part in a paid follow-up interview?

As a thank you for completing this survey, you can enter a prize draw to win one of two £25 vouchers for completing this survey (winners will be drawn twice a year).

You can also volunteer to take part in a follow-up conversation about your experiences with a member of the Healthwatch team. This will be an informal chat and everyone that we speak to will receive a £25 high-street voucher. Unfortunately, we will not be able to speak to everyone who volunteers. We will text or email you first to give you more information about this conversation and set up a time that is suitable for you.

If you would like to enter the prize draw or volunteer to have a follow-up conversation, please provide us with your **UK mobile phone number and an email address.**

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SECTION 5 - ABOUT YOU

The last section of the survey asks some questions about you. You do not have to provide this information if you do not wish to, but it will greatly help us if you do.

This data you give is will be stored securely and remains anonymous.

This data helps us to monitor how effective our research is. It also ensures that we meet our obligations under the 2010 Equalities Act.