

# Talk to me, hear my voice: Hear my safeguarding story

Information for services and practitioners

TALK  
TO ME,  
HEAR  
MY VOICE



## What is this? When does it start?

From the 2<sup>nd</sup> March 2020, people supported within the multi-agency safeguarding procedures will now have an opportunity to provide feedback on their experience of support.

This is part of the Safeguarding Adults Board commitment to learn from citizen experiences.

## Who is this for?

For the time being, the project is aimed at enabling people who were supported beyond the Information Gathering stage of the multi-agency procedures to give feedback.

This will include all those cases where a Formal Enquiry Report is completed; but it will include other Safeguarding Responses too

If the person lacks mental capacity to provide feedback, please provide their representative with the opportunity to do so. This may be a friend, family member or independent advocate.

## Encouraging people to take part

Please encourage people to give feedback. Please explain that it is only with people's feedback that we know what went well and where we can improve.

This request for feedback will however be at a very difficult time in someone's life and so no one should feel under any obligation to do so. We have included answers to key questions on the back of this leaflet. These may help people to decide if they want to give feedback.

Some people will feel able to contact Advonet themselves, others may need support. Please give people the public leaflet, help them to understand this and support them to help make contact if they wish to.

## How people can provide feedback:

Advonet have been commissioned to gather feedback on people's experience.

People can receive support to give feedback. People may wish to talk to Advonet on the phone or arrange to meet in person, or if people prefer, they can complete an on-line survey.

Telephone: **0113 244 0606**

Email: [hearmyvoice@advonet.org.uk](mailto:hearmyvoice@advonet.org.uk)

On-line survey: <https://smartsurvey.co.uk/s/lfs2020>



## 1. How will this feedback help?

The learning from feedback will be used to inform the work of the Leeds Safeguarding Adults Board.

It will help us to:

- Understand what works well
- Identify our priorities for future work
- Improve our guidance for practitioners
- Improve training
- Improve information provided for those people supported within the procedures

## 2. Is the feedback anonymous?

Feedback will be held securely by Advonet who will produce a learning themes report for the Safeguarding Adults Board.

The report will **not** contain:

- Names of people who gave feedback
- Names of individual practitioners
- Names of individual care services, health services or other organisations

There may be some exceptions, some organisations such as Adult Social Care and West Yorkshire Police may be referred to as they are the only services of their kind; but individual teams and practitioners will not be referenced.

## 3. What if someone wants changes to their support?

If someone wants changes to the support they are currently receiving, they should:

- Speak to those providing them with support
- Speak to the Safeguarding Coordinator

The safeguarding feedback project will be unable to achieve changes to someone's current support; however, if these issues are raised with Advonet they will help signpost the person to people who can help them.

## 4. How will I know what was learnt?

The Safeguarding Adults Board publishes an Annual Report each year on its website. Next year, we aim to include key findings from this project in the report for everyone to read.

We will also record what actions we have taken in response to the findings.

You will be able to find this next year on our website:

[www.leadssafeguardingadults.org.uk](http://www.leadssafeguardingadults.org.uk)



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