

# Understanding lived experience of safeguarding

**November 2019**

## Background

The Surrey Safeguarding Adults Board had a driving objective to 'make Safeguarding personal' and called on us to help with their understanding of what Safeguarding delivered from the perspective of those being safeguarded.

Our research gaved insight into two crucial areas – the lived experience of Safeguarding, and what outcomes people want from their Safeguarding enquiry.



## Methodology

We conducted 15 face to face in-depth interviews, thematic qualitative analysis, presentation and final written report.

Many of the people we interviewed had been through traumatic experiences meaning interviewing had to be sensitive, responsive and respectful.

## Findings

- Most of the people we spoke to had found their Safeguarding experience to be positive or neutral.
- Minimal awareness and engagement with Safeguarding can lead to delayed enquiries and increased harm for people.
- Not understanding the Safeguarding Enquiry process makes it difficult for people to assess or engage with their enquiry.
- How much involvement people want in their enquiry differs between individuals
- People don't start an enquiry with 'desired outcomes', but there are results that make the experience worthwhile.

## About Luminus

Luminus is a Surrey based, independent, community interest company which exists to empower people to have their voices heard. We help organisations provide equity of access and the best services possible, through the inclusive involvement of local people.