

Through Unity Annual Conference



Putting Victims First

Weds 19th October 2011 - The Abbey Centre, Westminster, SW1P 3BU

Evaluation report

This evaluation report is based on information provided in the 23 evaluation forms completed by attendees. The additional information section also includes feedback provided by attendees and speakers post event. Copies of evaluation forms are available upon request.

Overall conference ratings

Delegates were asked to rate the organisation of the event, venue and refreshments, quality of presentations and overall usefulness of the event. Ratings were based on 5 categories from very poor to excellent and the totals are set out in the table below.

	Very poor	Poor	Average	Good	Excellent
Organisation	0	0	0	8	15
Venue/refreshments	0	0	4	9	10
Presentations	0	0	0	8	15
Overall usefulness	0	0	0	7	16

These are very positive results, especially given that people who complete evaluation forms tend to be those who are unhappy with some aspect of the event and therefore use the opportunity to air their grievances. The event organisation, programme content and delivery can certainly be considered successful with only "Good" or "Excellent" ratings.

The small number of 'average' ratings received in relation to the venue and refreshments category may be due to the budget available. Given the central London location of the venue and the fact that they had a relatively large conference room and could offer additional breakout space, the Abbey Centre does offer fantastic value for money. However it is a "budget" venue and the surroundings and refreshments provided are of an average standard by comparison to other venues in the area. The majority of people rated the facilities as good or excellent and this is in recognition of the value for money provided.

One comment made alongside the ratings was that tea and coffee should have been provided with lunch. This is a completely valid comment and although the reason it wasn't provided was to keep the budget down, in hindsight this should have been arranged.

Specific questions

Delegates were asked specific questions about the event. A summary of responses is provided below to give an overview of the feedback received.

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What people enjoyed most about the event

The Chickenshed performance was specifically mentioned by over half of those that completed the evaluation forms as what they enjoyed most about this event, this was followed closely by the Mark One films and the opportunity to hear Javed Khan speak at the start of the event.

There is also a satisfying appreciation for the whole agenda – not only the thought that had been given to each speaker individually but also how they all fitted together to provide an informative and gripping account of the effects of violent crime, delivered in a variety of formats with real understanding and passion.

What people would have changed about the event

Eight of those who responded specifically said they wouldn't have changed anything about the event and a further four left this section blank, which indicates that they too were satisfied with the event.

Of the remaining responses, five related to logistical/venue issues - better sound, turning the heating up and more/better refreshments. The last six relate to the content and running order including suggestions that workshops are included throughout the day and that performances took place in the morning and the speakers appeared in the afternoon. This has been carefully considered but neither of these were possible for logistical reasons. Putting the performances on before the speakers may have had a negative effect on the flow of the event as the performance and speech slots were timed to add emphasis and complement each other and this would have been lost if they were separated.

There was also a suggestion that more evidence/tools/research should have been included. This was addressed through the knowledge of Javed Khan, the range of personal experiences, and the continued work and efforts of organisations such as Vinspired, Chickenshed and Mark One, however this is something we will look at further.

The final three suggestions were for more time for questions and answers and discussion of the issues raised.

Subject areas for inclusion at future events

The majority of suggestions centred around further information in relation to the victim including more victims (and charities) telling their story, the power of victims and the police engagement process with victims and how to improve it. There was also a point raised by a couple of people that the effects on fathers and siblings should also be heard.

Other subjects raised included looking at what is happening in places other than London, such as Manchester, knife crime prevention, how to facilitate more partnerships and a forum for expressing the impact of violent crime on the audience.

Any further comments

There was a question about whether more young people were invited to the event and it will be important to consider content, timing and publicity to ensure that future events have the Conference delivered in association with Victim Support

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widest appeal, including to younger people. The acknowledgement of Black History Month was also recognised.

However, most of the additional comments were delegates taking the opportunity to praise, congratulate and say thank you for delivering a much needed and timely event. There were calls to build on the success of the event, especially where it came to continuing to give victims and experts a platform to provide a united voice and the opportunity to network with one another.

Conclusion

This has been a very well-received, timely and successful event with attendees appreciating the opportunity to hear from a number of high-profile, passionate speakers and performers as well as being able to network with each other. This event has demonstrated a need for such activity to continue in the future and this year provided a firm basis on which to build.

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