

**We asked – you said**

**November 2021**

Following the launch of our NYSCP e-bulletin back in March 2019, we wanted to know our subscribers’ views and learn how it may be improved. A survey was sent to everyone subscribed to the e-bulletin and we received responses from a little over 11% of our subscribers.

**We asked: Did you receive and read last month’s e-bulletin?**

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| **You told us:** |
| Feedback highlighted that:   * Some people are not receiving the e-bulletin despite being subscribed * Some people haven’t had time to read it |
| **Our thoughts:** |
| We are aware that the e-bulletin is not getting through to some people. This is a technical issue that due to the way IT systems work, our e-bulletin is being picked up by firewalls and content filtering. The e-bulletin is always sent out at the beginning of the month. If you have not received this by the 5th of the month, check you network filters and spam boxes and make sure your systems know the e-bulletin is not spam.  We are continuing to looking for ways to solve this problem but you can always access the e-bulletin from our website at [www.safeguardingchildren.co.uk/professionals/nyscp-e-bulletin](http://www.safeguardingchildren.co.uk/professionals/nyscp-e-bulletin). |

**“*I have signed up for them but never receive them. I know colleagues who have said the same.”***

***“I find the bulletin's very useful. The only issue that I have is that our overzealous spam guard refuses to let them though - even when added to our safe sender list! Our issue - not yours but thought I'd mention it in case anyone else has an issue.”***

**We asked: Do you find these NYSCP e-bulletin useful for your role?**

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| **You told us:** |
| Feedback highlighted that:   * Many of you said you used the information in your role * Many of you said you share the information with colleagues or in your organisation * It can be very long * Some of you felt you don’t have time to read the e-bulletin |
| **Our thoughts:** |
| It is great to see so many of you have read our e-bulletin. We aim to make this a useful and important tool to inform the practice of our colleagues across North Yorkshire.  We try to keep the e-bulletin as short as possible but stilll retain information to inform you of all the things you need to know. |

***“The bulletin is a fantastic resource. A great way to receive up to date information from NYSCP which can be shared within the workplace/ education setting”***

**We asked: Is the frequency of the e-bulletin right for you (that being a monthly basis)?**

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| **You told us:** |
| Feedback suggested:   * The majority of people were happy with the frequency of the e-bulletin * A suggestion that the e-bulletin be half-termly and a small number of people would like the e-bulletin to be less frequent, (such as every other month) |
| **Our thoughts:** |
| We really do appreciate how busy frontline practitioners are, especially throughout the pandemic and receiving lengthy e-bulletins can add to growing workloads. Based on feedback from everyone we feel the balance is currently about right but if that ever changes we will review how often we issue the e-bulletin. |

***“I have been highlighting the benefit of subscribing to the bulletin to clerks as many governors still do not know about it and it is soooo useful”***

**We asked: If you had to give us a star rating out of five for the e-Bulletin what would it be?**

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| **You told us:** |
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| **Our thoughts:** |
| It is great to see that the overwhelming majority of you feel the e-bulletin is either good or excellent, but that doesn’t mean we will stop developing the format and improving the content. |

***“As DSL I find it a useful resource and I also forward excerpts from it to our team.”***

**We asked: Do you have any additional feedback for us to consider in relation to the e-bulletin?**

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| **You told us:** |
| Feedback highlighted the good things about the e-bulletin:   * Many of you felt the e-bulletin was consice and useful * It was a good resource to sign-post you to information * The e-bulletin helped you keep up to date with the latest information on safeguarding * Many of you share the e-bulletin within your organisations and teams * The e-bulletin is used to help inform you internal training   Feedback that highlighted the ways we can improve included:   * Ensuring the e-bulletin can get through to subscribers * Hearing from other services to build a network around safeguarding * Making content more relevant to individual roles * Including case studies into the e-bulletin to help develop practice * Provide additional advice where there is a roll out of new government information * Co-produce an e-bulletin covering children and adults |
| **Our thoughts:** |
| It is great to hear that you feel our e-bulletin is useful and helps you keep up to date with the latest safeguarding information, that is our aim and it is fantastic to hear we are achieving this.  As we stated before, we know that some people are having difficulties accessing the e-bulletin and we are trying to find ways to resolve those. Don’t forget you can also access the e-bulletin on our website at [www.safeguardingchildren.co.uk/professionals/nyscp-e-bulletin](http://www.safeguardingchildren.co.uk/professionals/nyscp-e-bulletin).  There are some great suggestions on how we can improve the e-bulletin and we will see how we can take onboard your suggestions for future e-bulletins such as case studies, hearing from services and advice. Our e-bulletin contains information from across the partnership as well as regional and national learning and information. Because our partnership includes a wide variety of different organisation, we try to make sure that content is fit for anyone working with children and young people. However, we will focus content to specific sectors and roles where we feel it is approriate to do so.  Given the differences between safeguarding children and adults, while it would be useful for a number of partners to have a combined e-bulletin, it would make our e-bulletins a lot longer and the content may not be as relevant for some of our subscribers. However, if you do work with adults, the North Yorkshire Safeguarding Adult Board (NYSAB) also produce a bulletin. For more information visit [safeguardingadults.co.uk/working-with-adults/nysab-newsletter](https://safeguardingadults.co.uk/working-with-adults/nysab-newsletter/). We will continue to work with our partners in the NYSAB and where we can produce joint guidance and one minute guides to ensure consistency across children and adult services. |

***“Very useful in keeping the voluntary sector up to date with things we won’t hear about without it”***

**Thank you for your feedback**