

# Frontline Network Conference 2024 Feedback Summary

In June 2024, St Martin's Charity hosted its 7th Annual Frontline Network Conference, with the theme of *Strength in Community*. This document is a summary of our registration and feedback data.

**9**

sessions

**370**

attendees

**30**

speakers

## Registered

A total of 647 people registered for the conference. About six in ten (59.4%, 384 people) of those who registered had not attended a Frontline Network event before.

**25%**

were in senior management roles, such as CEOs or team leaders

**14%**

were general case workers/ support workers/floating support

**9%**

were working in advice/debt/ welfare/employment

**19%**

were in accommodation related roles, e.g. homelessness worker

**22%**

were in other specialist roles, e.g. researcher, fundraiser

**11%**

were in specialist roles, did not respond, or left the form blank

The sessions which were attended by the most people included:

**Welcome Session**  
(169 attendees)

**Wellbeing Roundtable**  
(122 attendees)

**Universal Credit  
Managed Migration**  
(107 attendees)

## Attendees

The attendees were asked to complete a feedback survey about their experiences of the conference. Out of 45 survey respondents:

**88.9%**

rated the conference with a high score (4 or 5 out of a maximum 5)

**91.1%**

said that they were somewhat or very likely to attend a future Frontline Network event

**95.5%**

agreed that they were able to access the conference sessions without difficulties

Many of the survey respondents commented on the conference being informative, relevant to their work and that it was useful to hear about practice in the homelessness sector from across the UK.

## Quotes from attendees:

*"Multiple perspectives and hearing the discussions from well experienced and knowledgeable individuals"*

*"Really informative with lots of different perspectives on Universal Credit."*

*"It was good to hear about all of the great work being completed and also the struggles that frontline workers have all over the country. There is a pattern of how we are all feeling with services being cut and signposting."*

*"I found it comforting to know that we are all struggling with the same difficulties regarding working within the 3rd sector"*

A number of delegates commented that they really wanted to be able to attend everything, but were glad the sessions were going to be available online afterwards, e.g.

*"I struggled to attend all the sessions as I was called away to a safeguarding issue. I really like that I can go back and access materials from the sessions."*

*"I thought the overall concept of the conference is fantastic and worthwhile. I wish I had been able to attend many of the other sessions for their relevance e.g. hoarding."*

Survey respondents were asked to select from a list which themes and topics they would like to see at future Frontline Network events. Most people selected several topics. Among the topics frequently selected, mental health and wellbeing was popular, with 'Mental health support (for clients)' being selected by the highest number (27) and 'Staff wellbeing' being selected by 20. Other popular topics were about how to give practical support to people experiencing homelessness, such as housing legislation and navigating the benefits system.

