



RI CPD

March 2024

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Updates

<https://www.gov.uk/government/publications/ofsted-response-to-the-education-select-committee/ofsted-response-to-the-education-select-committee>

<https://www.gov.uk/government/publications/ehc-plans-when-a-child-or-young-person-moves>

Youth provision and life outcomes research - GOV.UK (www.gov.uk)

Current inspection thoughts / findings

1. Supervision-not reflective ; not within the timescales laid out in policy; "lip service"; no evidence of a lessons learned environment.
2. Records-not detailed; institutional language and structure ; remote; risks in using two systems- paper and electronic
3. Health and safety
4. Environment and maintenance- perhaps the impact of cost of living ? Maintenance not be kept up by landlords and others.
5. Becoming a lessons learned environment- as above and we will discuss
6. Recruitment and use of agency staff

EMOTIONAL INTELLIGENCE

- EMOTIONAL RESILIENCE

Emotional intelligence and emotional resilience :

RI thinking :

1. Looking to develop levels of emotional intelligence/ resilience across the service
2. To understand its' expression for you , the team and the young people
3. Drawing up a plan to develop the levels of emotional intelligence/ resilience across the service
4. Identifying the barriers to its further development

Is this in your thinking?

Have you considered the role of emotional intelligence and resilience in any dynamic including yourself ?
Can a robust and emotionally intelligent culture aid retention of staff ?

- Open group discussion- what is this ?
- Feedback.....
- Useful in terms of :
 - personal
 - team
 - young people
 - adults

Emotional Intelligence is

- “ Is the ability to manage
- ourselves and our
- relationships with others so
- that we can live our
- intentions and reach our
- goals”
- (A.Lynn . 2004)

This aligns to emotional resilience .

DISCUSSION 1

- How has your experience of developing emotional resilience/ intelligence impacted / shaped/ developed your management and leadership style .
- DISCUSSION AND FEEDBACK

DISCUSSION 2

- What evidence do you have in the functioning of the team of their understanding and practice related to emotional resilience/intelligence ?
- DISCUSSION AND FEEDBACK

DISCUSSION 3

- What has been / is the impact for the young people in the care of the RM and team.?
- DISCUSSION AND FEEDBACK

Other recent impacts on EI?

- The secondary impact of Covid 19 in terms of risk as identified by the Health Visitors Association are:
- Mental health – stress and anxiety
- Loneliness
- Couple conflict
- Domestic violence and abuse
- Food poverty
- Increased unemployment
- Child protection/safeguarding concerns

The pandemic....

- This has impacted on EVERYONE.
- Are you aware of this for yourself, the staff and the young people ?
- How has this been expressed ?
- Discussion-any concerns about the RM and team in this regard?



Thinking about EI.....

- Emotions , emotional responses etc are consistently referenced within social care / education frameworks and regulations.
- Awareness of EI
- How do you control your emotions ?
- What levels of control and direction do you knowingly or unknowingly put in place ?
- Is there a clarity of knowledge and practice in the team ?

what is **EI?**



Emotional Intelligence (EI) is utilizing your emotions to determine the:

- right response
- right time
- right person

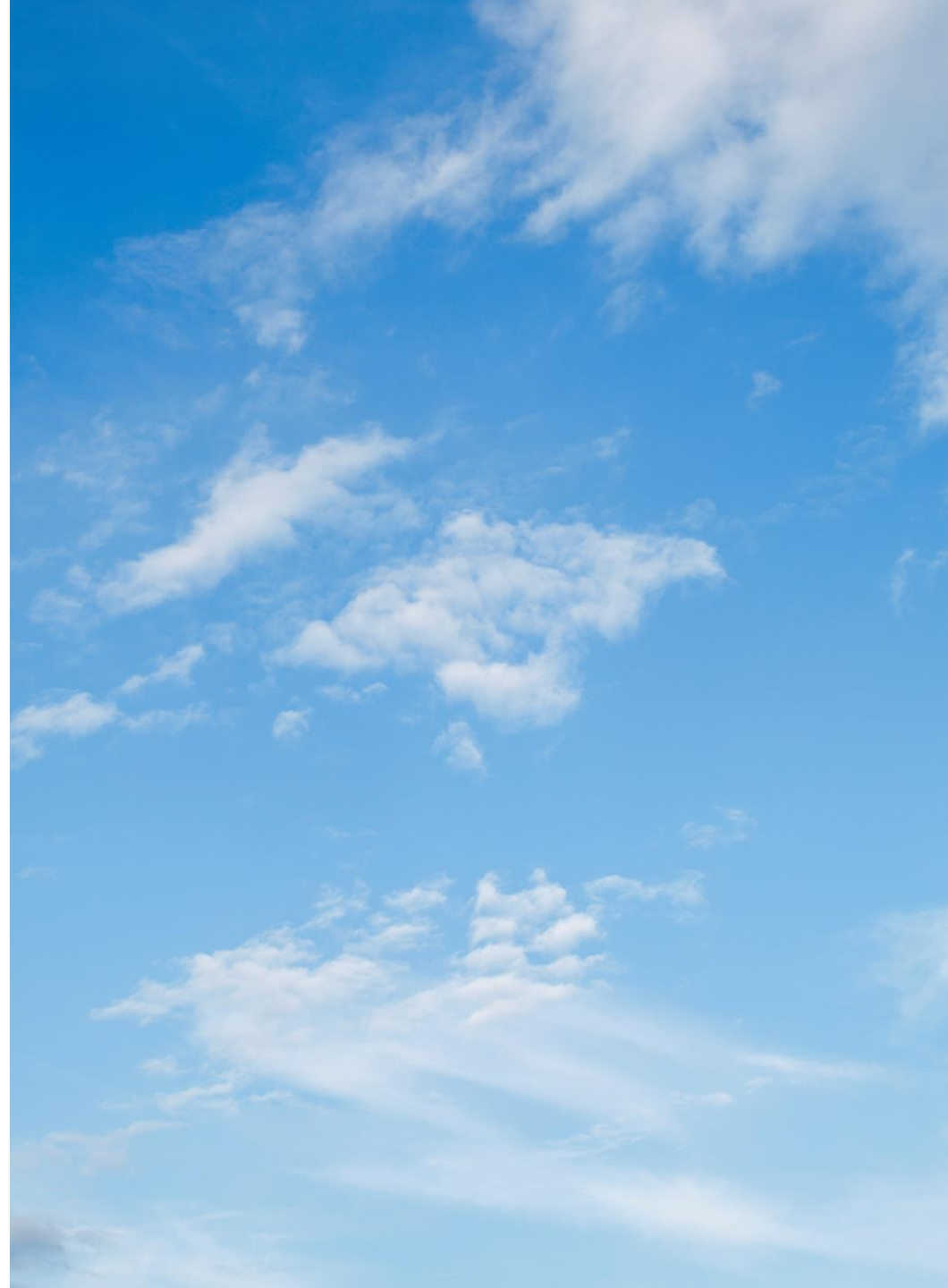
Emotional Intelligence (EI) is NOT:

- just being nice
- suppressing emotions
- giving free rein to emotions
- attempting to be a robot
- being passive

What are the domains involved?

- The domains are :
- INTERPERSONAL – SOCIAL
 - -empathy
 - -managing relationships
- INTRAPERSONAL – SELF
 - - self awareness
 - - self management
 - - self motivation

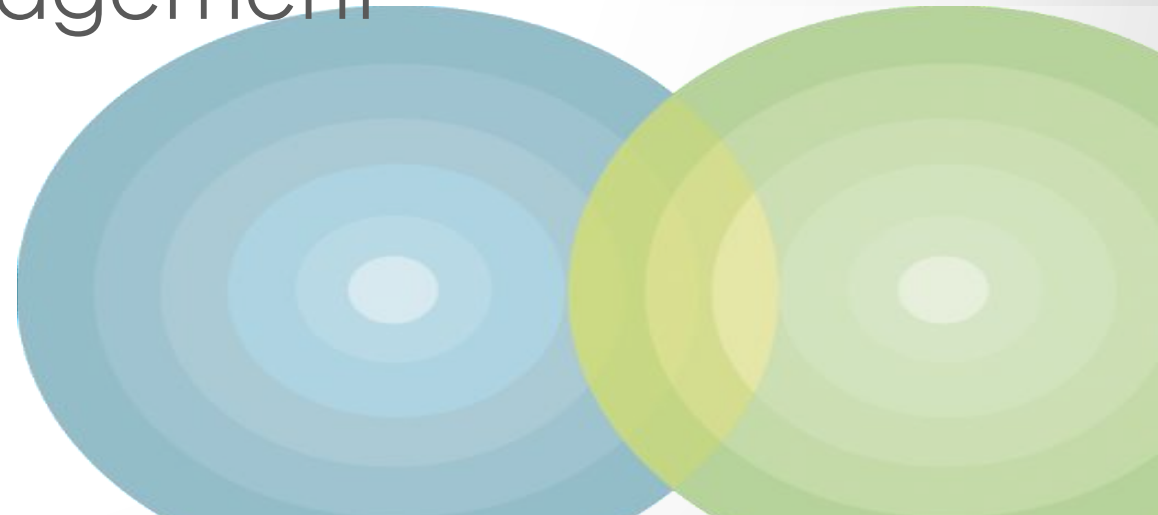
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What is your EI approach within the context of :

- Your S o P
- Your practice approach
- Training
- Staff supervision
- Appraisal
- Your own performance management

- Any issues ?
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Seven ways to improve emotional intelligence yourself , the staff and young people.

- 1. Practice observing how you feel
- 2. Pay attention to how you behave
- 3. Take responsibility for your feelings and behaviours.
- 4. Practice responding, rather than reacting
- 5. Practice empathising with yourself and others
- 6. Create a positive environment
- 7. Remember emotional intelligence is a lifetime process



How does emotional intelligence link to behaviour?

- DISCUSSION

There is a clear link to kindness arising from EI and self-awareness. CSPR 1 and 2 clearly showed an outcome when this was NOT in place.



Links....



Kindness: loaning someone your strength instead of reminding them their weakness



Kindness presents as an action between two or more people. One person extends a kindness action, and one or more people receive it. The action reflects kindness when it is done in order to support the welfare of another person as an end in itself



Three of the Emotional Intelligence qualities focus on the interaction between people and therefore influence kindness

Other things to consider

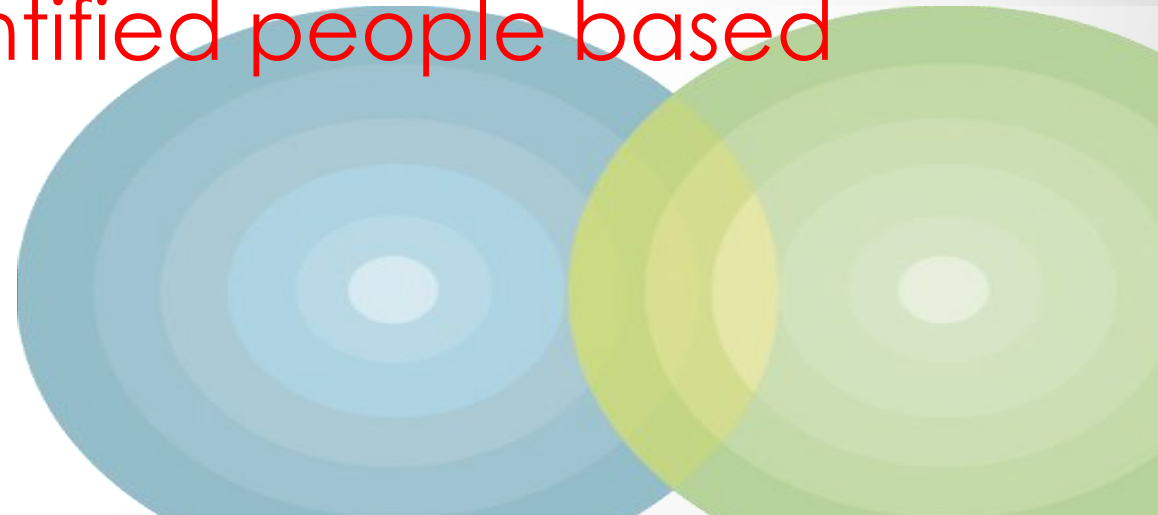
- Consider your leadership style and yourself as leader, your RM and team
 - is your vision , ethos , culture clear or muddled ? **If so, is this having an impact on you and the team**
 - are you managing the levels of your own “ visibility “ in the home so that you have a better balance ? **If not what is preventing you doing this – you or circumstances ?**
 - have you created a team who have the space and licence to do things themselves? **If not – why ?**

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Other things to consider.

- Is there all-around trust between you and the team , you and the organisation ? **If not – what are the reasons for this ?**
- as a leader do you always rebalance to the base line or do you keep adding layers of process and complexity ? **If so , why ?**

What is the impact on the identified people based layers of EI?



How well do you use the organisation in terms of support ? How well do the RM and others use it ?

- Is your supervision effective?
- Is there trust and openness?
- Is there a balance of discussing your welfare / well-being and a work life balance ?
- Is there a coaching / mentoring approach in the organisation for Managers and leaders when they need/ ask for it ? **Can you ask for it ? If not why not ? Do you think it is or will be seen as a sign of weakness? Why ?**

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You.....

- Do you know your limits ?
- Recognise that you will experience turbulence and tough times- **where do you go for support / coaching/ mentoring/professional discussion ?**
- How do avoid getting bogged down in minutiae?



Thoughts

- Any queries or questions ?
- Thoughts to take forward?

