

the dialogue...

John Woodhouse & Brian Smith



agenda

- In the news...
 - Coroners review of neglect case
 - Bullying
 - NSPCC paper - "it's silent"
 - Online Safety for girls
- Snap Survey – staff investigations
- CSPRP Learning Support & Capability Project
- Inspection Feedback
- Inspection top tips & **Short Breaks**
- Next week's bitesize – **Rachael Courage – dynamic risk**
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Snap Survey

Have you undertaken a low level concerns or allegations investigation in the last 12 months?



CSPRP Learning Support & Capability Project

- Radical shift needed to 'systems thinking' and safety science
- Frameworks needed to look at contributing factors
- Focus on simply 'what happened' misses system impact



Systems approach

“‘explicitly focuses on a **deeper understanding of why** professionals have acted in the way they have, so that any **resulting changes are grounded in practice realities**. It provides a clear theoretical framework for **understanding professional practice in context**’. The approach moves away from methods that ‘reinforce prescriptive approaches to practice, focusing instead on **professional learning and increasing professional capacity and expertise**’

Munro, 2011



Evolving our learning

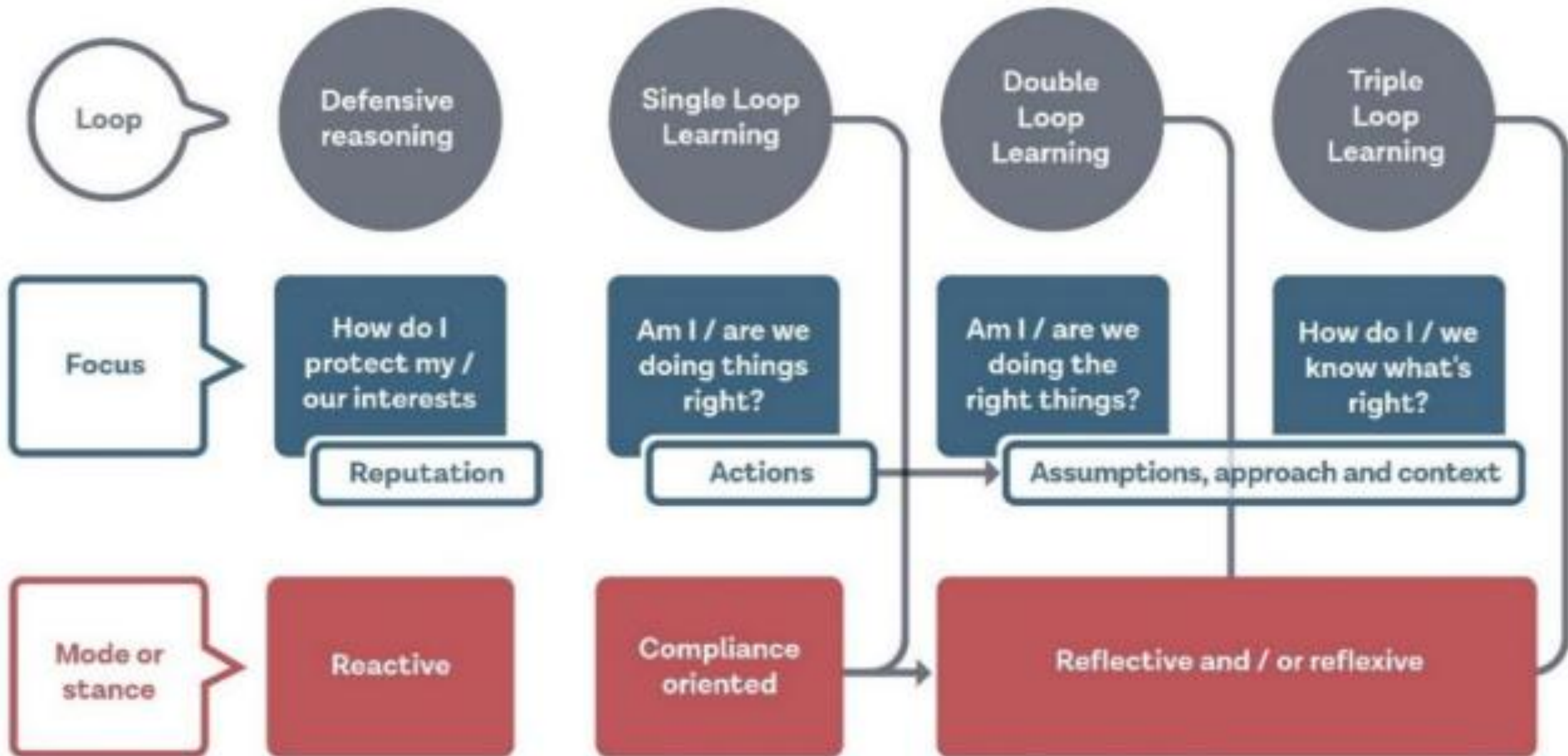
Instead of...

- Blaming individuals
- Further training
- Update tools/practice
- Change to process
- Adapt policy

Aim for...

- Systemic accountability
- Go beyond 'defensive reasoning'
- Create psychologically safe space to reflect on bias
- Critically examine factors that influence

Triple loop learning



Scenario

A low-level concern has been raised by a female staff member about how her male colleague is often involved in physical intervention.

While she feels the restraints were warranted she thinks they happen a lot

Describe the approach in terms of defensive, single loop, double loop and triple loop learning

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Other transferrable learning points for CSPRs...

- **Children & families are not routinely involved** at an early stage or kept informed. They bring expertise and lived experience to shape learning and value the experience
- Making change often requires **involvement of other agencies** – difficult to establish cause and effect and to implement multi-agency change
- **Equity, Equality, Diversity & Inclusion** – build confidence and capability about understanding this and disrupting bias and discrimination
- Better **support for staff** involved – who supports them? Do they understand the process?
- **Implementation lead** or 'systems steward'

