How the System Learns

With Donna Ohdedar

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Beginnings

mischief

age 11

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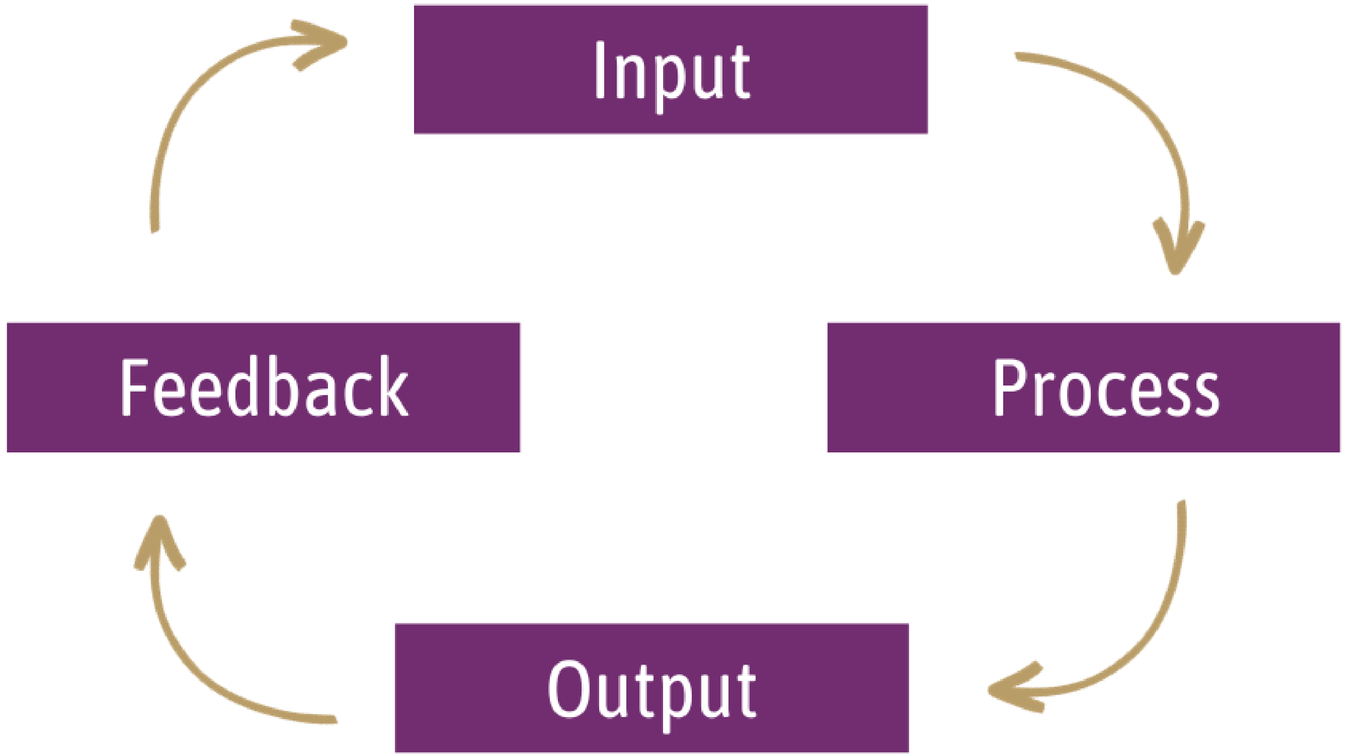
not keen on feedback

SILP™
SIGNIFICANT INCIDENT LEARNING PROCESS



learning ✦ engaging ✦ building community
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ENGAGEMENT + PROPORTIONALITY + STRENGTHS = SILP™

emphasis : direct engagement

with practitioners & with families

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Hamzah Khan was deprived of food and drink over a period of years by his alcoholic mother

Hamzah Khan: Minister attacks starved boy review findings

13 Nov 2013 | England

https://www.bbc.co.uk/news/uk-england-24925704

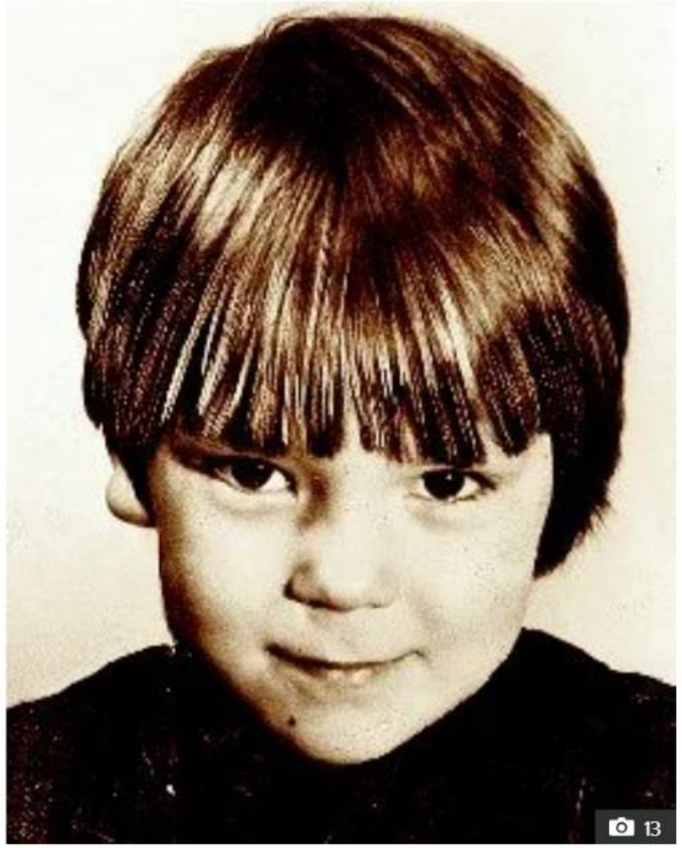
The Missed Chances: Victoria Climbie, Baby P, now Daniel Pelka - how could it happen again?

Paul Peachey • Thursday 01 August 2013 21:40

Victoria Climbié and Peter Connolly (Baby P) also died after being failed by officials *(PA)*

https://www.independent.co.uk/news/uk/crime

Maria Colwell's stomach was empty, her eyes black, ribs fractured and she had suffered damage to her brain.



Maria Colwell's death sparked a national outcry Credit: Guardian

family courts

- parental alienation
- social worker status

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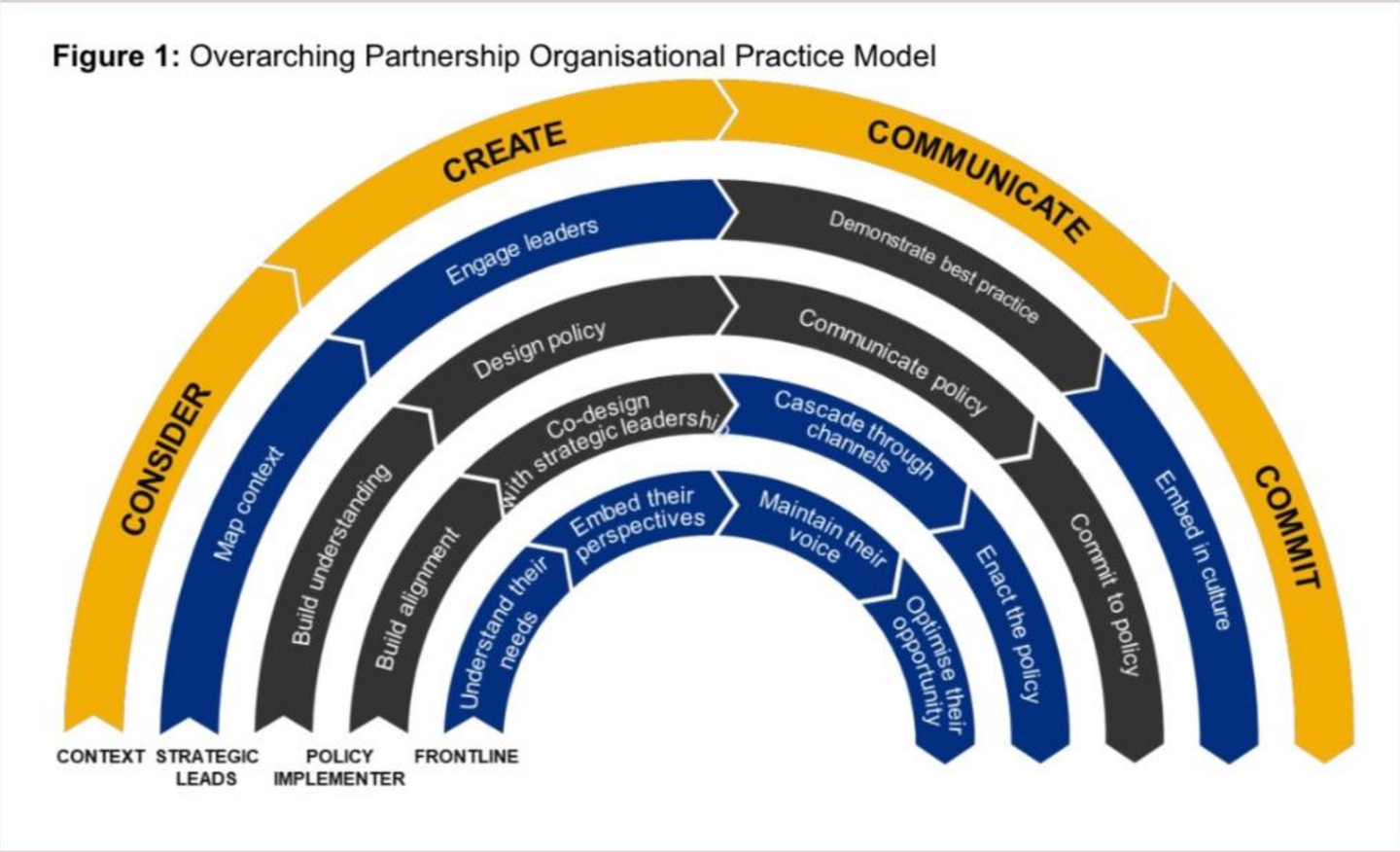
Ticking boxes

strategic plans, KPI's action plans, quality markers..

2004

ACHIEVE THE ACCREDITATION

annual inspection to maintain it



Department for Education/KANTAR PUBLIC. 2021. Multi- agency reform: Key behavioural drivers and barriers. Summary report. December 2021.

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Introducing Something New

2019 Strengths Focus

Benefits

- *increase motivation & engagement in a review setting*
- *encourage greater performance*
- *enable teams to be more effective in managing change*

the research

- engagement increases 9% v 73%
- leaders who focus on strengths increase team engagement **eightfold**

Rath, T & B Conchie (2008) on Gallup's analysis of research with 1 million work teams – staff engagement with leaders

Why commission a SB review?

- *" To align with social work & other professional practice*
- *To learn from what went well*
- *To make the process more comfortable for practitioners."*

Board Manager, August 2020

When your practice model is strengths based..

“ We are all using strengths based models & reviews started to feel incongruent”

Board Manager, August 2020

widen your definition – beyond 'good practice'....

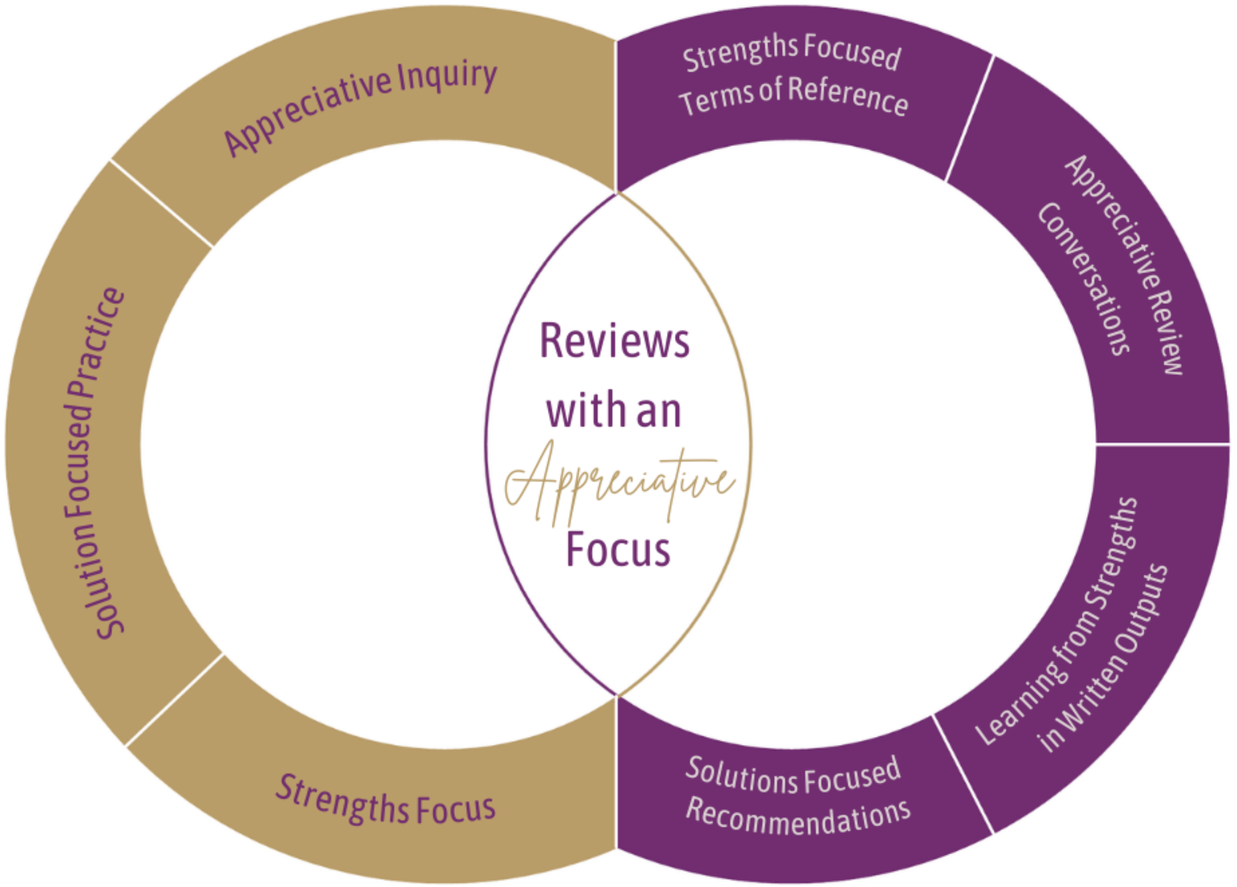
Harder to engage with this

TRY : '*what went well?*'

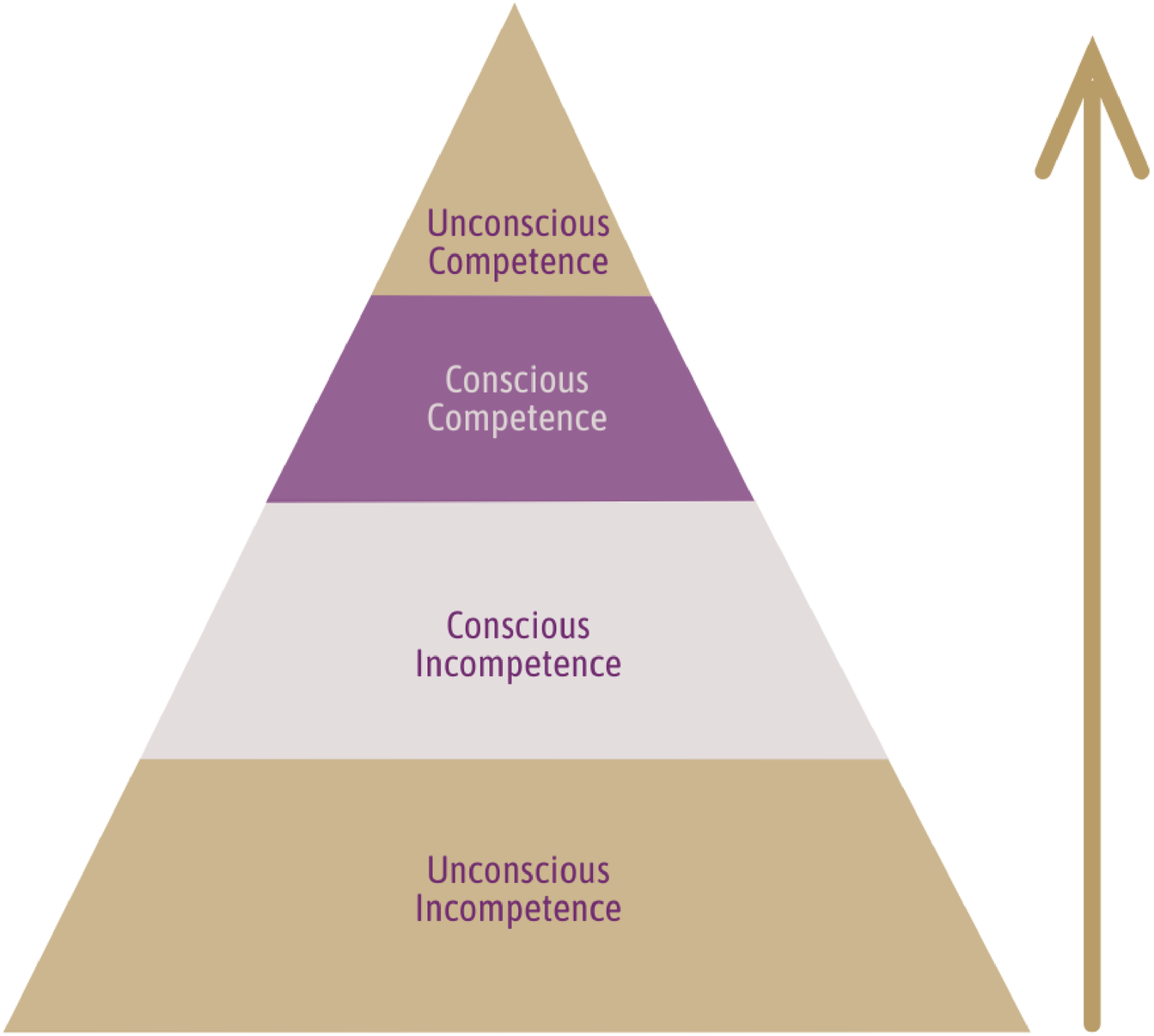
Approach	Where it came from	What its focus is	The kinds of things we ask about
Appreciative Inquiry	Organisational Development	Helping organisations and teams grow	What is working well? What future shall we aim for?
Solution Focused Practice	Solution Focused Brief Therapy	1-2-1 conversations with clients focused on helping the client have the life they want	What does the client want? What already works?
Strengths Focus	Positive Psychology	Identifying the strengths in individuals, teams and organisations, playing to those strengths, and building on them	What are your/our strengths? How can we make more of them?

Reviews With An Appreciative Focus

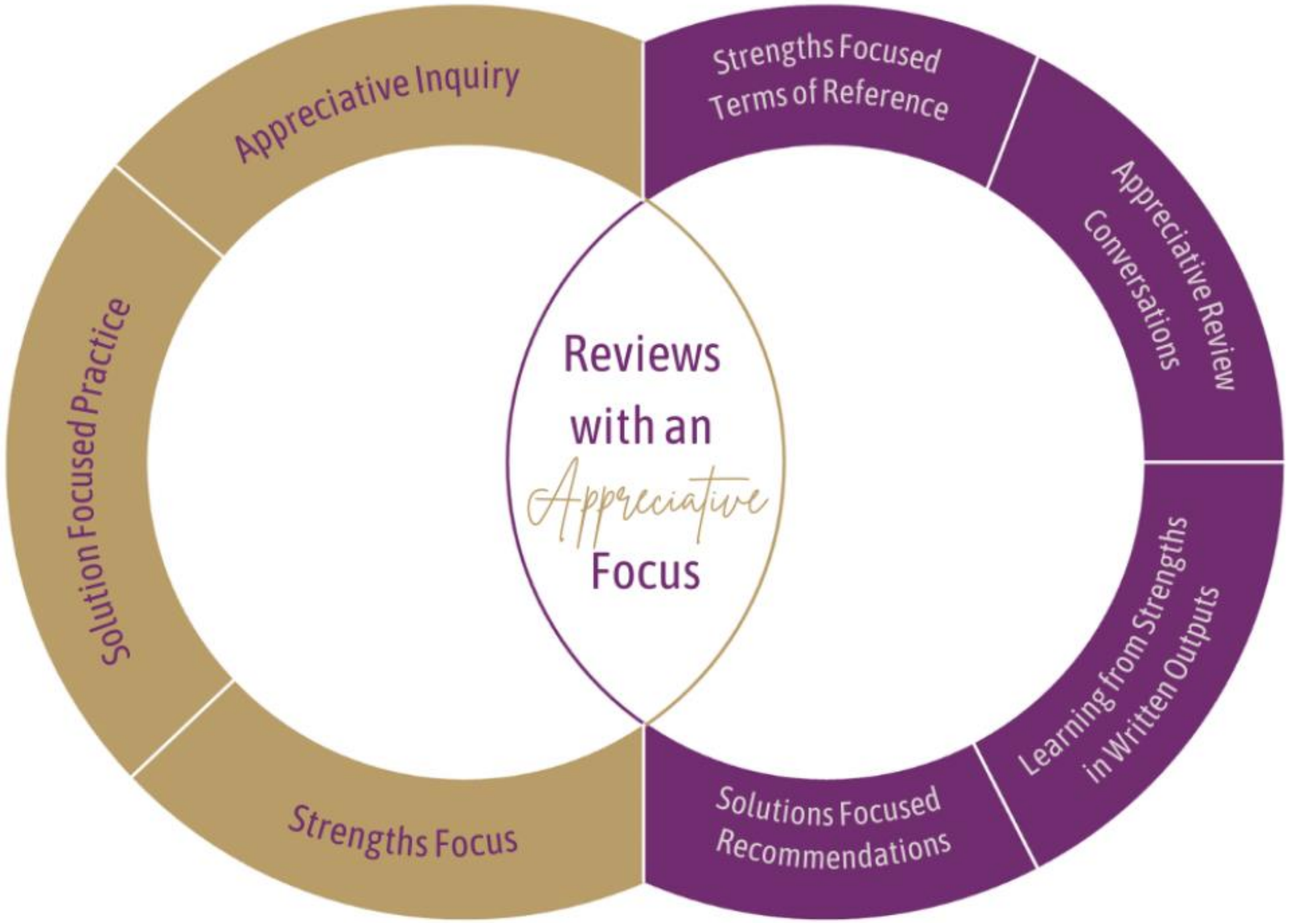
developed in consultation with Mike Roarty, author '*Strengths Focused Leadership*'



4 stages of competence or learning



[Often attributed to Maslow but first expounded by Broadwell in 1969]



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recommendations

example

The C.A.R.E Northumberland approach continues to be implemented and embedded across services & the impact of the improved response to adversity & trauma across childrens & adults services is evaluated.

0.01%
THE RITZ-CARLTON

practising discernment