

Accountability and professional judgement

Webinar

Jo Fox and Gerry Nosowska

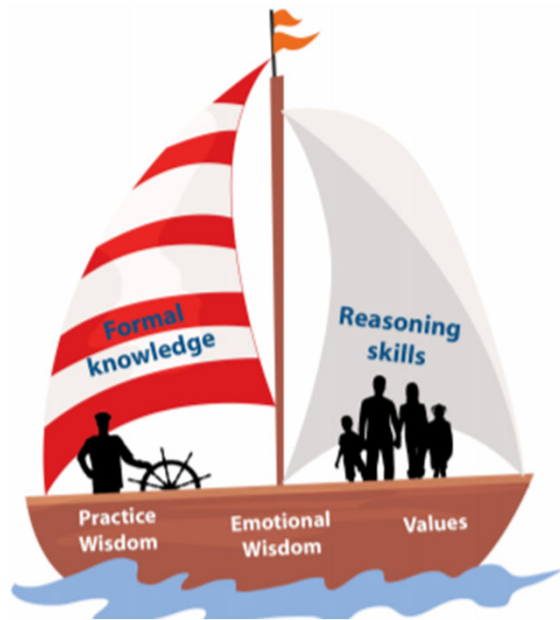


STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Aims



- Reflect on our roles and the impact of our work
- Consider how we are ethical and transparent in our judgements
- Identify how we can seek support with this including through BASW.



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better



**“All human beings are
born free and equal in
dignity and rights”**

Article I, Universal Declaration of
Human Rights

STRENGTH
DEVELOPMENT



Effective Practice
Helping you work better



Effective Practice
Helping you work better

Sources of authority

Role authority
over people and
resources given by law
and policy

Professional authority
based on demonstrated
capability, knowledge,
skills and credibility

Personal authority
based on how the
individual manages their
attitude to authority and
responding to the
authority of others.



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Code of ethics



- **Making considered professional judgements** - make judgements based on balanced and considered reasoning, maintaining awareness of the impact of their own values, prejudices and conflicts of interest on their practice and on other people.

Expertise

- Striving to overcome biases
- Gathering information from a range of sources and weighing these up
- Being proactive and thorough in our work
- Taking account of the whole picture – including the bits that we conclude are not so important, things we don't know, conflicts and disagreements
- And then offering up our view and owning this.

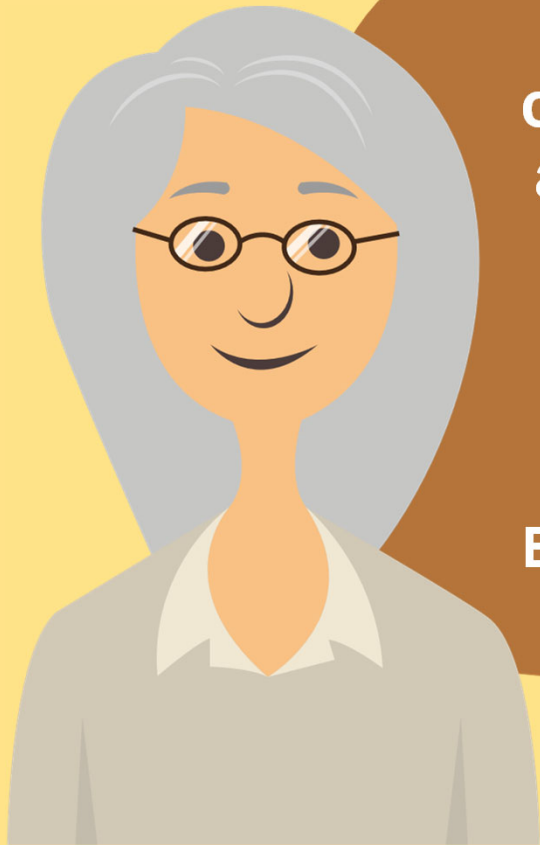


Expert

Reflection

- An adult or carer has asked you to explain why they should listen to you.
- How do you explain your expertise?





“Placing child protection firmly within broader concerns about ‘building back fairer’ means making a range of policy and practice connections such as those between the safety of children and the poverty of their families, their security and the adequacy of their homes, their physical health and the quality of their environments..”

Brid Featherstone, Paul Bywaters and Kate Morris, [Reflections on child protection post-pandemic \(researchinpractice.org.uk\)](https://researchinpractice.org.uk)



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Capabilities

I...routinely and effectively apply **critical reflection and analysis** to increasingly complex cases and situations
draw on a wide range of **evidence** sources to inform decision-making
ensure hypotheses and options are **reviewed** to inform judgement and decision-making
demonstrate **confidence and skills** to provide professional opinion to social workers and other professionals
apply and encourage in others use of **imagination, creativity and curiosity** in practice, exploring options to solve dilemmas and problems. I **involve** people who use services in reflections and creativity wherever possible.

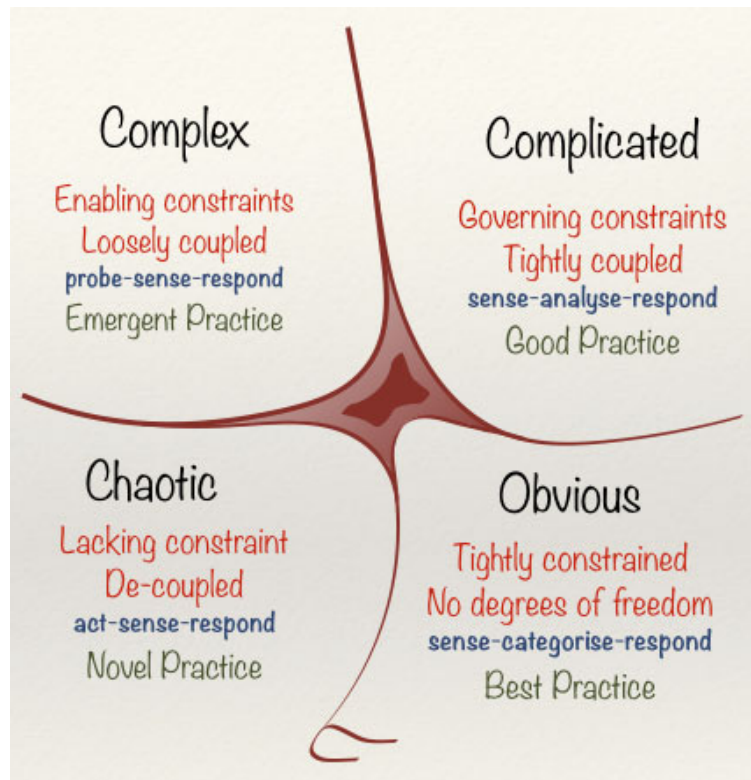


STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Complexity



- During COVID-19, we are working in complexity. So we need to probe (try things out), and then evaluate to see what is working before deciding on new processes and policies.
- Existing inequalities have been exposed and have increased during the pandemic.

Ethical practice

- **Person-centred practice** - working with people to understand their individual outcomes and how best to achieve these.
- **Strengths-based work** – identifying the personal, social and cultural resources that people and their networks have to uphold their human dignity and human rights.
- **Rights to advocacy** – understanding and upholding people’s legal and ethical rights to advocacy.



Analysis and intuition

- Maintain curiosity
- Generate hypothesis by asking ‘what else could this be?’
- Maintain a stance of uncertainty
- Keep a focus on the lived experience of the person
- Pay attention to emotion as a source of information
- Expect mistakes in your reasoning and decision making and keeping a look out for them.



“Throughout the pandemic health and care staff have often been referred to as heroes, but this image shouldn’t mask the reality of their experience. Many of the challenges facing the workforce are longstanding but have been exacerbated by the pandemic. Leaders should use this time to make wellbeing a priority, especially when under great pressure to deliver services at pace and ‘get back to normal’. Longer term cultural change is needed to ensure collaborative, compassionate and inclusive working environments, with leaders at all levels tackling workload issues and leading cultural change to support them to provide the care they want to provide.

Kings Fund, [Covid-19 recovery and resilience: what can health and care learn from other disasters? \(kingsfund.org.uk\)](https://www.kingsfund.org.uk/insights-and-analysis/covid-19-recovery-and-resilience-what-can-health-and-care-learn-from-other-disasters?utm_source=twitter&utm_medium=social)



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

What helps us

Understanding what is happening, how it feels, what it means and thinking through what I can do

Looking for information and expertise to help me

Looking for emotional or practice support to help me

Self-care

- ✓ Check in on yourself daily
- ✓ Do not neglect leave, sick days, breaks and days off
- ✓ Maintain a personal routine
- ✓ Be flexible in your approach
- ✓ Ensure that you have a clear remit for your role, and say 'no' if you cannot take on more work
- ✓ Identify a clear support system
- ✓ Take reflection time
- ✓ Ask questions if you are uncertain about anything
- ✓ Limit your exposure to news and social media
- ✓ Seek out debriefing and supervision.



Discrepancy matrix

Tool

What I know	What is ambiguous
What I think I know	What is missing



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Support from BASW

- Advice and guidance
- Learning and development
- Peer forums



Professional Support Service

- The Professional Support Service, designed by and for social workers, is a peer-to-peer listening service, in which trained volunteer coaches are able to support colleagues in confidence.



Professional Support Service

[Sign up for support](#)

Member login required - get in touch to talk to us, we are here to offer a safe space to talk and think through the impact of Covid 19



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Action plan

Exercise

What changes do you want to make? What actions will you take?



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better

Further support



Helpful Social Work podcast
www.helpfulsocialwork.com



Research in Practice
www.researchinpractice.org.uk



British Association of Social Workers
www.basw.co.uk/coronavirus-covid-19-basw-updates

Thank you

Jo Fox

Jo@strengtheningpractice.co.uk

[@Jfox_jo](#)

www.strengtheningpractice.co.uk

Gerry Nosowska

Gerry@effective-practice.com

[@EffectivePrac](#)

www.effective-practice.com



STRENGTHENING PRACTICE®
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS



Effective Practice
Helping you work better