



Prifysgol
Y Drindod
Univers
Trinity Saint

Learning from multi-agency reviews

Target Audience: Anyone who has involvement with domestic abuse & safeguarding children or adults in their role and with the ability to influence practice within their organisation.

Learning Outcomes:

- Opportunity to shape practice
- Reflect on cases
- Make a difference to how we work together
- Consider and identify risk
- Share good practice and learning
- Use a Think Family approach

Workshop Dates (full day)

Monday 4th November	Wrexham
Monday 11th November	Salford
Thursday 14th November	Cheshire
Tuesday 19th November	Hertford

Logos: SETDAB, Social Care, Adults Board



Working with Families



Multi-agency Working

Nathan Leynes



Every Child Matters, 2004



ECAY4005 Multi-Agency Working: Policy in Practice

Theme 6: Values in the Workplace

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Learning Review

What did we look at in our previous Theme?



What is a value?

As a group, share your thoughts on what we mean by the term Value.

What is a value?

- Qualities, characteristics, or ideas about which we feel strongly.
- Our values affect our decisions, goals and behavior.
- A belief or feeling that someone or something is worthwhile.
- Values define what is of worth, what is beneficial, and what is harmful
- Values are standards to guide your action, judgments, and attitudes.

What are our values?

Take a little time to think of at least five values that you believe are important to you.

Share these with the group

Which value is the most important to you?

Group Task



Worksheet 1 – Individual Values

You have been given £100,000 to spend on whatever you want.

Make a list of things that you would spend this money on.

Compare your list with the others in the group.

Discuss what our lists tell us about our values.

What is work?

As a group, share your thoughts on what we mean by the term Work.

What is work?

Work: noun

Activity involving mental or physical effort done in order to achieve a result: 'he was tired after a day's work in the fields'

Work as a means of earning income; employment: *'I'm still looking for work'*

Work: verb

Be engaged in physical or mental activity in order to achieve a result; do work: *'new contracts forcing employees to work longer hours'*

N.B. It does not always mean 'paid' work

Individual values

Complete the Self-evaluation questionnaire on Work Values, identifying which of these values are important to you.



Worksheet: Personal Values in the workplace

Choose the three that you think are the most important to you and share these with the group.

Values in the Workplace

- We have now spent a little time reflecting on our own values.
- These shape the way we live our lives, the way we treat others, the jobs we tend to choose and the way we think about those jobs
- Each occupation and work-place has its own values
- These are influenced by many factors.

Workplace values

What values do you think that the following organisations might have?

- Local Authority
- NHS Health Board
- Third Sector Organisation providing support for people with learning differences
- Private organisation providing social care for individuals

Work in the context of Social Inclusion?



Discuss the variety of work that is undertaken to support people in society.

You should include roles, both unpaid and paid, that people undertake in supporting others.

Influences on workplace values



- **The people in charge** – organisations will often have values that are similar to those of the people in charge
- For example, Local Authorities will be influenced by the Leader of the Council AND the Chief Executive
- **The nature and purpose of the organisation**
- For example a Social Care company that is driven by profit will have different values from a charity that does the same work
- However, they could also have the same values e.g. value for money
- Why might a charitable social care organisation seek to ensure that services are delivered as cheaply as possible?

Influences on workplace values



- **Company policies**– ideally the values and culture of an organisation will be matched and reflected in their policies
- *What might happen if the values and the policies are not the same?*
- **Customers and external funders**
 - An organisation will often adopt the values of the people who are paying them (other organisations, Local Authorities, Health Boards etc.
- **Clients and service users**
 - Organisations that are truly 'person centred' will have values that have been influenced by the people they support

Influences on workplace values

- **The people who work in the organisation**
- The recruitment and selection of staff can influence the values of an organisation
- *What would be the effect if an organisation recruits the wrong staff?* 
- **Government Policies and Legislation** – we looked at this last time
- This is how Governments try to change the values and cultures of organisations when they have been shown to be failing.

Revision of Policy and Legislation to support Multi Agency Working

- What is a Policy?

Based on our discussions previously, what do you understand Government policy to mean? Can you give any examples?

- What is legislation?

Based on our discussions previously, what do you understand Legislation to mean? Can you give any examples?

Policy

- Policy is a plan or course of action, as of a government, political party or business intended to influence and determine decisions, actions and other matters.

Legislation

- Legislation is a statute law. A law enacted by a legislative body.

Individual & Workplace values

Occasionally, an individual's values and those of the organisation that they work for can come into conflict.

What examples of this can you think of?

In situations such as these what can the individual do?

Concept of Multi-agency working revisited

- 'Healthy development, care and education of children and young people are the responsibility of all parents supported by a wide range of different agencies, professionals and voluntary organisations'.

(Tarr & Gardner in Oliver & Pitt, 2011:103)

Vision for working together

- 'Non-judgmental and open approaches (to care) where dialogue, reflection and discussion help shape policy and practice and where contributions from all are encouraged and everyone is valued'

(Gasper, 2010: xix)

Outcome

- Bring colleagues together in meaningful dialogue to ensure that the best possible provision is accessible to families and their children

(Tarr & Gardner in Oliver & Pitt, 2011: 103)

Individual vs. Workplace values

- All of the above indicate that wherever possible, differences should be resolved by 'professional dialogue'
- However, in some cases this is not possible.
- If a member of staff is in dispute with their employer over a clash of values they have a number of options
- Having Union representation can help in such cases
- The final resort is to become what is known as a 'whistleblower'

Individual vs. Workplace values

- The UK Government has set out guidance on whistle-blowing for employers which sets out the following;
- The second thing that a worker must reasonably believe is that the disclosure tends to show past, present or likely future wrongdoing falling into one or more of the following categories:
 - criminal offences (this may include, for example, types of financial impropriety such as fraud)
 - failure to comply with an obligation set out in law
 - miscarriages of justice
 - endangering of someone's health and safety
 - damage to the environment
 - covering up wrongdoing in the above categories



Department for Business Innovation and Skills
(2015)

Whistle-blowing

Please Watch the Following Video on Whistle-blowing

Discuss your thoughts as a group



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives

Mid Staffordshire Whistle-blowing

- Following a number of 'serious failures' in care within Mid Staffordshire NHS Trust England, an inquiry led by Sir Robert Frances QC was published in 2013.
- 290 Recommendations were designed to create a:
'Common patient centred culture across the NHS'
- The key themes included:
 - The need for openness, transparency and candour throughout the system, underpinned by statute where necessary.



[Standard Note \(parliament.uk\)](http://parliament.uk)

[The Freedom to Speak Up
review – whistleblowing post
Mid Staffordshire - Evidence-
Based Nursing blog \(bmj.com\)](http://bmj.com)

Mid Staffordshire Whistle-blowing

- In 2015, Sir Frances Roberts QC further published a report '*Freedom to Speak up*' to highlight the importance of whistle-blowing when something is wrong.



[Freedom to Speak Up](#)

- The Foundations of this report are still being taught with the NHS England today



[PAR1245i-NHS-freedom-to-speak-up-national-Policy-eBook.pdf \(england.nhs.uk\)](#)

Whistle-blowing: A Welsh Perspective

Policies are set out throughout the NHS, designed by Public Health Wales.

Read the Policy statement of the *All Wales Raising Concerns (Whistleblowing) Policy*

[27 11b All Wales Raising Concerns \(Whistleblowing\) Policy 21-08-2013.pdf](#)

Discuss as a group

The Public Interests Disclosure Act (1998)

- Protects Whistleblowers from detrimental treatment by their employer
- Influenced by various financial scandals and accidents
- Protects employees who make certain disclosures of certain types of information, including evidence of illegal activity, damage to the environment.



[Public Interest Disclosure Act 1998 \(legislation.gov.uk\)](https://legislation.gov.uk)

BBC News Report – Panorama

In 2022 Panorama went undercover in the Edenfield Centre, one of the UK's largest Mental Health Hospitals.

View this BBC news Report and consider the current ongoing review:

['Toxic culture' of abuse at mental health hospital revealed by BBC secret filming - BBC News](#)

[NHS England — North West » Independent review – Greater Manchester Mental Health NHS Foundation Trust](#)

Recap

- What is the difference between policy and legislation?
- Why are values important in work ' Workplace values'?
- What are the key factors when understanding whistleblowing?
- Do you have your own values on Whistleblowing?

References

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