

Complaint handler workshops Reflective practice

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Agenda

Introduction

Principles of reflective practice

Break

Record Keeping

Culture

Quiz

Lunch

Reviews

Right First Time

Finish

A solid yellow vertical bar is located on the far left side of the image, extending from the top to the bottom.

Welcome

***“We do not learn from
experience.***

***We learn from reflecting
on experience.”***

John Dewey,
American Psychologist and Education Reformer

Objectives



To discuss and explore the principles of reflective practice.



To address any questions or areas of uncertainty you may have.



To improve confidence in the practical side of applying/using reflective practice.

Now please use Slido to tell us:


How confident would you say you are in your understanding of reflective practice as a subject area?
(on a scale of 1-10)



Principles of reflective practice

Introduction to reflective practice


The reflective practice framework is designed to give officers and staff an opportunity to discuss performance with their line manager.



What went well?



What could have gone better?




Two types of reflective practice

- **As part of an outcome**
following a complaint or recordable conduct matter where a referral is made for the matter to be dealt with by the Reflective Practice Review Process (known as RPRP) (inside Part 6 of the Police (Conduct) Regulations 2020.)
- **As a method of handling a complaint**
otherwise than by investigation, (outside Part 6 of the Police (Conduct) Regulations 2020) where no referral is needed. (Known as reflective practice techniques).



**Flowchart:
reflective
practice**



**Case study:
debrief following a
missing person
investigation**



Questions on the case study

- Would reflective practice be used here?
- Why?
- Do you have any examples/questions from your own experience?



Outcome of the case study

The OIC was dealt with by misconduct proceedings and the OIC's team members were debriefed using the reflective practice framework.

They discussed the reasons for the OIC being dealt with by misconduct proceedings, reflected on their own actions and decision-making during the missing persons investigation and how this impacted on the case.



**Short break
(10 mins)**



Record keeping

Record keeping

Important for both reflective practice techniques and RPRP

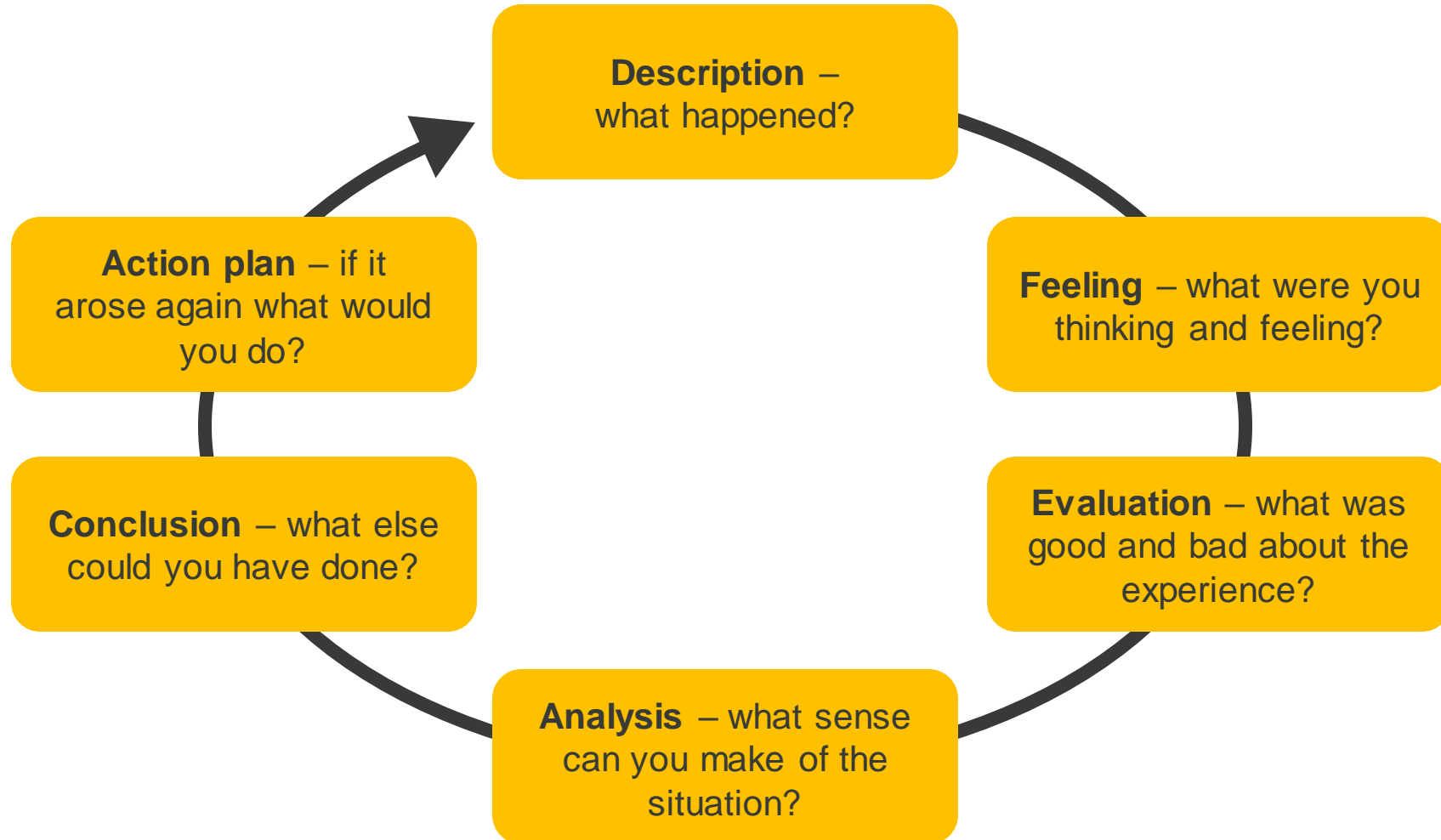
Must be a written record of the complaint/conduct matters and details of the reflective discussion.

Should contain enough detail for a third party to understand what happened and how the officer has learned from/ reflected on the incident.

Record keeping

- Complaints handled OTBI using reflective practice outside of Part 6 of the Police (Conduct) Regulations 2020): forces should record this on Centurion against the individual officer, as 'Learning from reflection'.
- Centurion was updated in November 2020, and 'Learning from reflection' replaced the old labels of 'Individual Learning' and 'Informal Action by Manager'.
- For all complaints and conduct cases where a matter has been referred to be dealt with by reflective practice inside Part 6 of the Police (Conduct) Regulations 2020, forces should record this on Centurion against the individual officer as 'Referral to RPRP'.

The Gibbs Reflective Cycle





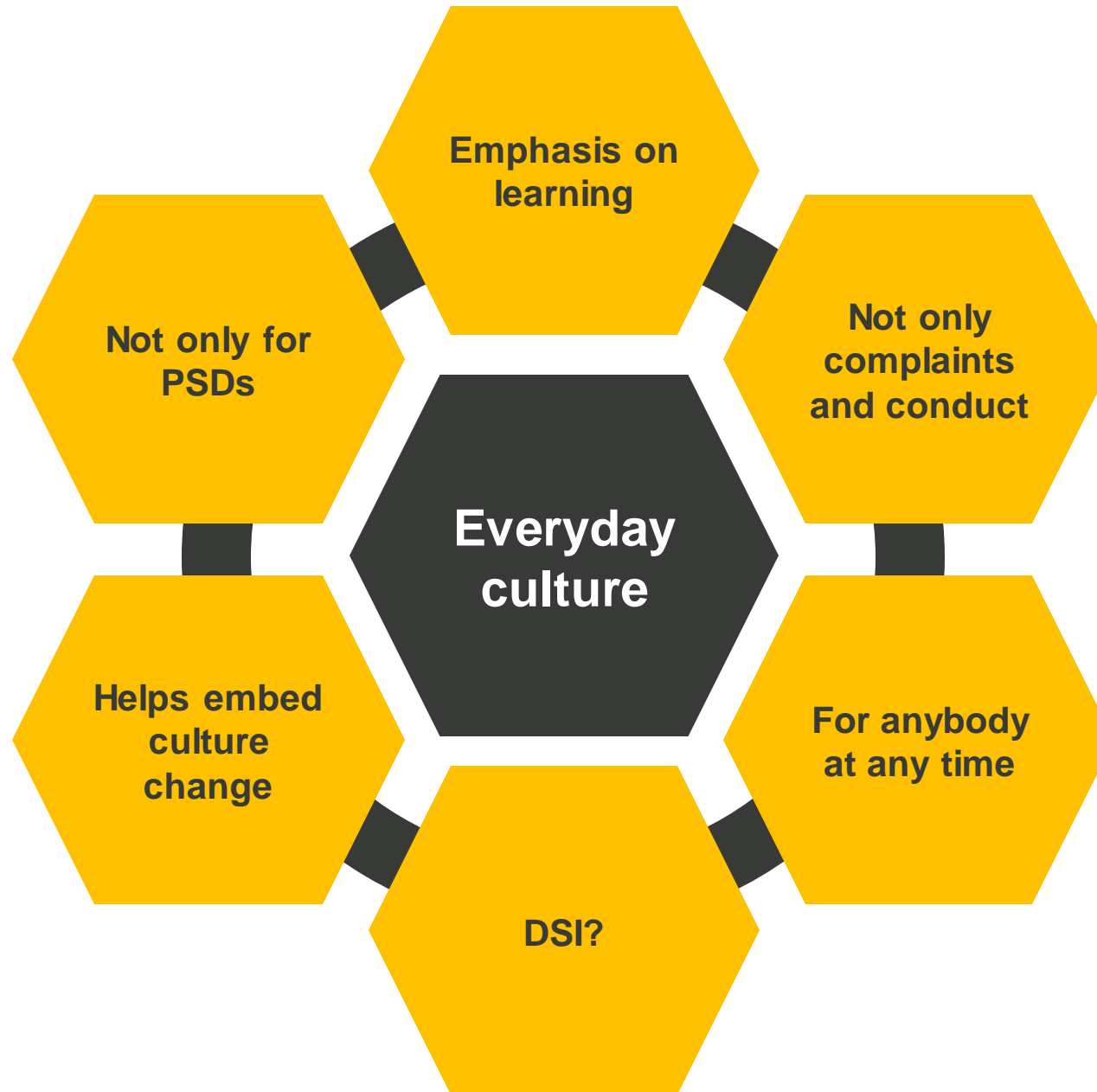
**Activity:
the reflective log**



Reflecting on a reflective log

- Consider: is this how the logs look in your force? Any tips on how you complete the logs?
- What positive steps help you ensure the form is completed correctly?
- Under what circumstances would you share this information?
- Link back to the Gibbs model for reflection.

Culture



Quiz

Please use Slido now to take part.



Lunch break



Review rights

Review rights

- When a formal referral is made to RPRP, the complainant's right to review is not against the outcome of the reflective practice.
- Instead it is against the decision to refer the matter to RPRP.
- When reflective practice is used as a method of handling otherwise than by investigation, the review right would be to establish if 'learning by Reflection' was a reasonable and proportionate outcome.



**Case study:
review rights**



Questions on the case study

- Would the review be upheld?
- Why?
- Do you have any examples/questions from your own experience?
- How do you engage complainants in the process?



Outcome

The review was not upheld because the decision to refer to RPRP was a reasonable and proportionate outcome.

While the complainant unfortunately remained unhappy, the right to review is not against the outcome of the RPRP itself.



Knowledge check-in

Now please use Slido to tell us:

How confident would you say you are in your understanding of reflective practice as a subject area, now? (on a scale of 1-10)



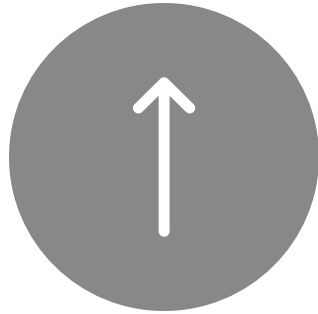
Questions



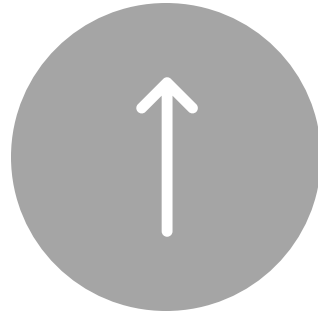


‘Right first time’ work

Increasing system demand



11% INCREASE IN
COMPLAINTS



16% INCREASE
IN LPB REVIEWS



65% INCREASE
IN IOPC REVIEWS



Right First Time

- Work with you to ensure that complaints are handled consistently and to the appropriate standards
- Reduce the need for reviews and revisiting complaints
- Review end-to-end handling of complaints through force visits – what's working well and what's not?
- Ongoing sharing of effective practices. Advice and guidance
- IOPC review of our practices and decision-making

Right first time – successes and barriers?



What is working for you?



What barriers do you face?



Are you comfortable with reasonable and proportionate handling?



How do you make sure outcomes are clear?



Improving through review decisions?

Next steps



Please complete the survey



We will be circulating post workshop
FAQ's at the end of all workshops

Thank you for your time

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