

Creating a Psychologically Informed Environment at Rock Trust

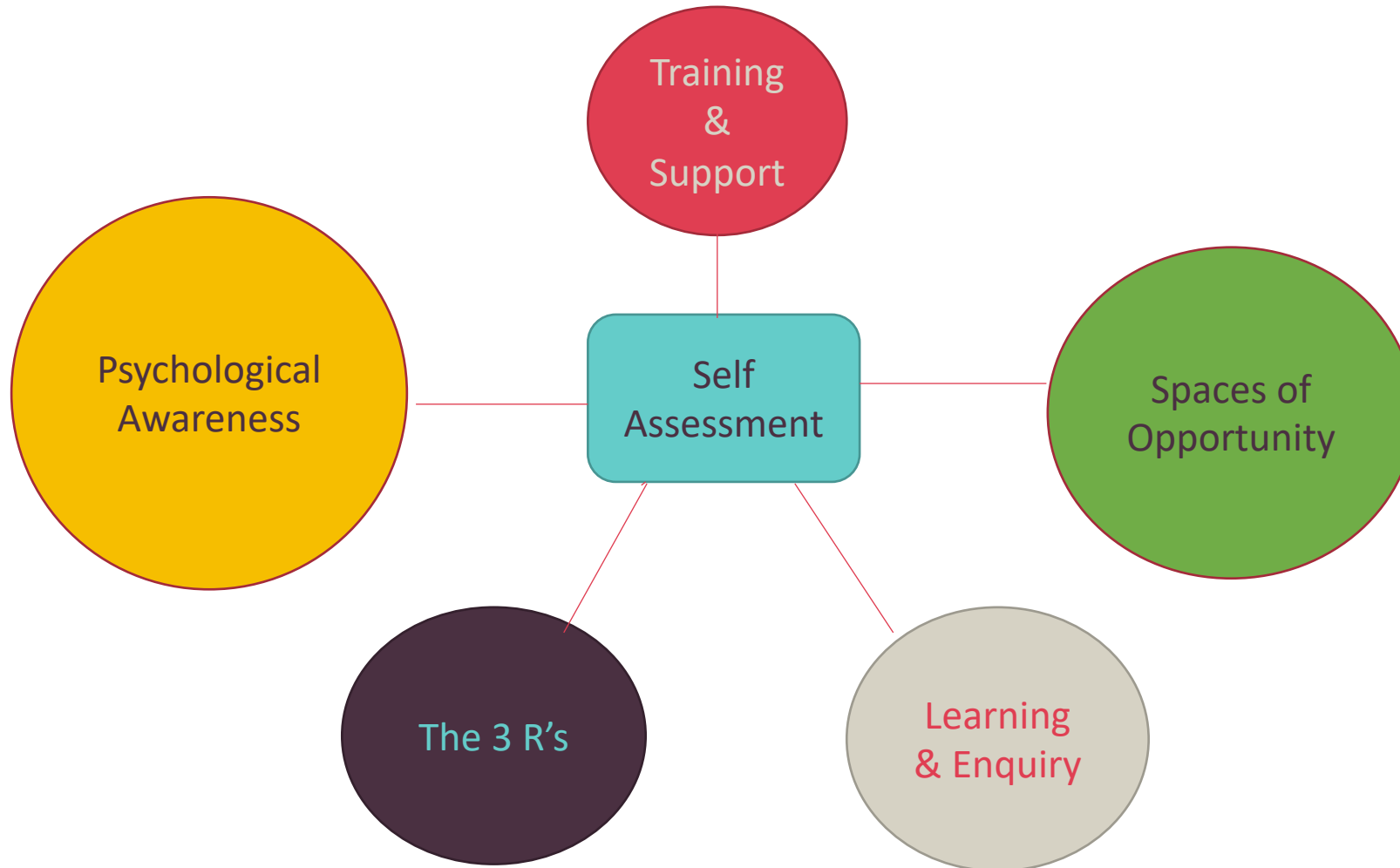
Getting things started

- Introducing the concept of PIE to whole organisation
- PIE Champions identified in each Service Delivery Team
- Research, fact finding and sharing learning
- Organisational approach – additional Champs identified
- PIE Working Group established – leadership roles in each team
- Beginning to see changes in behaviour and language **“that’s not very PIE”**

The First Hurdle

- When are we going to get found out?
- Procrastination
- Robin Johnson's PIE Link website <http://pielink.net/>
- Training for PIE reps
- PIE self assessments

PIAZZ Self Assessments



PIAZZ Self Assessments

- **Training & Support** – Relevant, good quality training and opportunities for formal and informal 1:1 supervision, support and reflective practice.
- **Psychological Awareness** – how well staff understand their own emotional and mental wellbeing as well as the people they are working with, in terms of connecting patterns of thinking, emotion and past and present behaviour.
- **Spaces of Opportunity** – the physical environment we create ourselves where we engage with the people using our service and also those out in the community.
- **The 3 R's** – RULES are fair and consistent, Roles & expectations are clear to everyone, RESPONDING in ways that are reflective and taking an elastic tolerance approach.
- **Learning & Enquiry** - reflective practice sessions, service user consultations, action learning sets, developing evaluation, researcher to explore aspects of practice in some depth, informing policy making, at local or national level.

PIE Assessments

0 – 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Poor

Basic

Progressing

Advanced

- What is helping – Evidence
- What is hindering – Evidence
- What can we realistically do to improve the score

PIE Action Plans

- Individual team action plans
- Generic organisational action plans capturing any common themes emerging from teams
- 6 month review of progress, reassessment and updating action plans
- Ongoing review and update of action plans and sharing this with colleagues – very important

The Impact on Services and Staff

- Positive changes to the experience of young people accessing services
- Reception staff upskilled, feel safer and have increased job satisfaction.



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