

Site

Wales Probation Service

Name of project / initiative

Learning Organisation: Human Factors

Overview

Wales Probation is committed to being a “learning organisation”, putting systems and structures in place to support effective communication, learning and continuous improvement throughout the organisation as a whole. “Human factors” is a key strand of the approach, recognising human limitations and fallibilities, and designing processes to optimise performance. As part of this: each team in PDUs has a 15 minute daily check-in (3+ x weekly in other areas) to explore any issues, challenges, ideas, successes, and failures, relevant to individual and team performance; each manager sets aside a “protected hour” each day, free from appointments, when team members can come to them with any issues or questions they might have; and on a monthly basis, senior managers, and colleagues from other grades, meet to consider wider strategic issues and practice-related themes emerging across the business. And the organisation adopts a structured approach to all communications known as “SBAR” (Situation, Background, Assessment, and Recommendation).

Its impact

Feedback from staff across Wales has been very positive about its impact on improving communications, processes and practice.

What’s special about it

While this approach has been adopted widely in other settings, such as the NHS, within NPS it is unique at this time (July 2023) to Wales.

Wider applicability

This approach has been adopted across Wales Probation and could, they believe, be of benefit across NPS as a whole.

For more information:

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See also: [Knowx.uk/WPS-KBT23\(2\).pdf](https://www.knowx.uk/WPS-KBT23(2).pdf) [additional information]