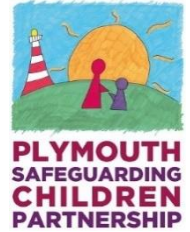


# Learning from Experience Review

## A Guide for Staff in Partner Agencies



### What happens in a Learning from Experience Review?

The purpose of a Learning from Experience Review is not an attempt to apportion blame, single out individual practitioners, or be critical of specific agencies. It is the opportunity for the Partnership to work with all practitioners involved to understand if there is potential learning to prevent similar incidents happening in the future.

Working Together 2023, Chapter 5, states that in some cases a 'serious child safeguarding case' may not meet the criteria for a serious incident notification but may nevertheless raise issues of importance to the local area. This can include examples where there has been good practice, poor practice or where there is learning to be gained. In Plymouth, we have called these *Learning from Experience Reviews*. These reviews differ to a Rapid Review or Child Safeguarding Practice Review (CSPR) because there are no statutory timescales, and the final report does not need to be sent to the Child Safeguarding National Review Panel.

Partner agencies, supported by the PSCP Business Unit, work together to collate what agencies know about that child/family. A Learning Event is held to discuss the information and make recommendations for next steps, after which a one-page learning report is produced.

The aim of the Learning from Experience process is for partners to:

- Gather the facts about the case, as far as they can be readily established at the time.
- Identify areas of positive partnership working and good practice.
- Identify improvements to safeguard and promote the welfare of children.

### The audit template



PSCP Learning From  
Experience Event Audi

To help gather the facts of the case, agencies are sent an audit template to be completed ahead of the learning event. A period to focus on will be given, but if there is significant learning outside this timescale this should be included where relevant. We ask that a manager completes the template with frontline colleagues. Practitioners working with the family will have best knowledge of the context and history of the child and family, who they have worked with. Managers and colleagues may be able to identify what they believe is good, strength-based practice of the case and provide suggestions of what they feel could be improved, both within multi-agency practice and across the system. It is this feedback that can help improve future work across agencies.

Completed audit templates should be brought to the learning from experience event. They are designed to support colleagues to identify the learning and therefore will not be collated by the Business Unit. Further guidance can be found in the document embedded below.



PSCP Audit Guidance  
Evaluation Criteria and

### The Learning from Experience Event

All agencies involved in the Learning from Experience Review will come together to share their learning in a reflective, in-person discussion facilitated by the PSCP. The learning from experience event is for professionals, however in some cases it may be appropriate for families to attend specific parts of the event. If this is the case, then all professionals invited will be informed prior to the event and families will be briefed on what to expect and what is expected from them.

### **The one-page report**

After the learning event the facilitator will compile a one-page report which will detail the key practice learning and next steps. This will be taken to the CSCR subgroup who will oversee the distribution of learning recommendations to the appropriate working groups for action.

### **Looking after ourselves and colleagues**

We recognise that a serious incident can be a traumatic event for staff and how it can cause concern and anxiety. We ask agency leaders and managers to ensure that all staff have a safe reflective space, not only to help to complete forms and provide us with information, but also to provide staff with the opportunity to talk about their circumstances and receive the right support at the right time.

If you have any questions about the Learning from Experience Review process then please contact the Business Unit via the Plymouth Safeguarding Children Partnership mailbox - [pscp@plymouth.gov.uk](mailto:pscp@plymouth.gov.uk).